

Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 5.0
User Guide



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Date	Version	Description	Author
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Date	Version	Description	Author
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Unit 1. Introduction to Inbound ePrescribing

This unit provides the purpose and organization of the Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) solution.

1.1 Organization of the Inbound ePrescribing User Guide

The PRE IEP user guide is comprised of the following sections:

- [Unit 1 – Introduction to Inbound ePrescribing](#): Discusses general PRE Inbound ePrescribing information.
- [Unit 2 - Inbound ePrescribing Web-Based Application](#): Outlines the IEP web-based application and capabilities, including Pharmacy Management, Track/Audit, Reports, and User Management functions.
- [Unit 3 – Inbound eRx VistA Outpatient Pharmacy](#): Discusses the Veterans Health Information Systems and Technology Architecture (VistA) Outpatient Pharmacy (OP) electronic prescriptions (eRx) Holding Queue and capabilities, including eRx validation, search, sort, hold, acceptance, remove, and rejection.
Note: User Manual Unit 3 Part 1 (PSO_7_0_P617_UM_31) and Unit 3 Part 2 (PSO_7_0_P617_UM_32) are available on the Veteran's Documentation Library (VDL).
- [Unit 4 – RxRenewal Requests and Responses](#): Discusses the RxRenewal Requests and Responses. The RxRenewal Requests function is used by pharmacists to generate and send an outbound RxRenewal Request. After a RxRenewal Request is sent to the external provider, the provider can send a RxRenewal Response back to the requesting Pharmacy.
Note: User Manual Unit 4 Part 1 (PSO_7_0_P617_UM_41) and Unit 4 Part 2 (PSO_7_0_P617_UM_42) are available on the Veteran's Documentation Library (VDL).
- [Unit 5 – RxChange Requests and Responses](#): Discusses the RxChange Requests and Responses. The RxChange Requests function is used by pharmacists to generate and send an outbound RxChange Request. After a RxChange Request has been sent to the external provider, the provider is able to send a RxRenewal Response back to the requesting Pharmacy.
Note: User Manual Unit 5 Part 1 (PSO_7_0_P617_UM_51) and Unit 5 Part 2 (PSO_7_0_P617_UM_52) are available on the Veteran's Documentation Library (VDL).
- [Unit 6 – CancelRx Requests and Responses](#): Discusses the CancelRx Request and Response. The CancelRx Request is sent by the external/non-VA Provider for an original NewRx, so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a NewRx, the VA Pharmacy sends back a CancelRx Response.
Note: User Manual Unit 6 (PSO_7_0_P617_UM_6) is available on the Veteran's Documentation Library (VDL).

1.2 Inbound ePrescribing Overview

The PRE IEP functionality addresses a longstanding need for the Department of Veterans Affairs (VA) to be able to receive and process prescriptions from external providers. This enhancement moves the VA towards increased efficiency and improved customer satisfaction.

1.2.1 Purpose

The purpose of PRE IEP is to enable the VA to receive and subsequently process eR_Xes from outside of VA. This user guide serves as a guide and useful reference for VA Pharmacy Users, Systems Administrators, Managers, and other VA staff to assist in accessing, navigating, and performing tasks associated with the PRE IEP web-based application and the VistA OP eR_X Holding Queue.

1.2.2 Overview

To improve on its ability to deliver Veterans their medications as quickly and efficiently as possible, the Veterans Health Administration (VHA), Patient Care Services (PCS), and Pharmacy Benefits Management (PBM) requested a new capability as part of the PRE program to receive inbound eR_Xes from an external provider (e.g., a doctor not associated with the VA, medical staff at a Department of Defense (DoD) Military Treatment Facility (MTF), etc.).

Overall, PRE IEP provides:

- Improved efficiency. More efficient use of VA pharmacy resources and non-VA provider resources based on:
 - Fewer transcribing/translation errors
 - Clear/error-free communications
 - Time saved not having to communicate back and forth about the content of a prescription
- Improved Veteran/beneficiary satisfaction. Makes the existing manual processing easier, more efficient, and more effective through the automation of the prescription process by:
 - Reducing the risk of loss of paper prescriptions (R_Xes)
 - Enabling more secure communication of R_X data
 - Providing timelier dispensing of R_Xes prescribed by non-VA providers
- Improved patient safety: Reduces transcription errors
- Improved data accuracy: Provides enhanced functionality within VistA OP that improves the accuracy and use of the data it collects

By automating data transmission from providers to the VA, and between other pharmacies, the need for VA pharmacy personnel to manually input R_X data from non-VA providers is largely eliminated, reducing the chance for data to be entered incorrectly or missed.

Specific elements of PRE IEP include:

- Receiving and processing inbound eR_Xes, where “inbound” refers to the ordering of medication or medical related supplies for a VA patient by a non-VA provider to be filled at a VA pharmacy.

- Pharmacy Service is not responsible for filling prescriptions for non-expendable medical equipment.
- Pharmacy Service may dispense renewals for expendable supplies upon receipt of requests from patients with continuing eligibility for a period not to exceed one year from the date of the last signed order.
- Expendable stock items may include catheters, colostomy sets, ileostomy sets and/or supplies, plastic and rubber gloves, skin preparations and powders, urinal bags and drainage supplies, incontinence supplies, etc.
- Electronically receiving and processing outpatient prescriptions only, including prescriptions created for a VA patient upon discharge from a non-VA hospital to be filled on an outpatient basis by a VA pharmacy.
- Receiving and processing inbound eRxes from non-VA providers that currently prescribe medications and medical-related supplies for Civilian Health and Medical Program of the VA (CHAMPVA) beneficiaries and which are currently handled by the Meds by Mail (MbM) program.
- Sending outbound electronic notifications from a VA pharmacy that received an inbound eRx, to the non-VA provider that originally sent the eRx.

Areas not included in PRE IEP include:

- VA providers generating eRxes at one VA Medical Center (VAMC) location to be electronically transmitted to and processed by (filled, dispensed, etc.) a different VAMC location's pharmacy.
- Initiating outbound eRxes (generation of an eRx by a VA provider to be filled at a non-VA pharmacy).
- Electronic receipt and processing of any VA or non-VA inpatient medication orders.
- Electronic receipt and processing of any VA or non-VA orders for Durable Medical Equipment (DME), such as wheelchairs.
- Electronic receipt and processing of RxRenewal Requests from a VA patient's non-VA Electronic Health Record (EHR) system.
- Electronic transfers of prescriptions from any non-VA pharmacy to a VA pharmacy.
- Electronic transfers of prescriptions from a VA pharmacy to a non-VA pharmacy.

Items out of an eRx user's control and requires validation by Pharmacists include:

- Patient: eRxes can be sent for any patient, including Veterans or non-Veterans.
- Provider: eRxes can be sent by any provider, whether VA authorized or not.
- Drugs: VA has no control over the drug, nor the name of drug sent to VA.
- SIG: VA has no control over directions that are sent to VA.
- All information coming to the VA is controlled by the EHR system which is what the provider is using to send information to the VA. VA has no control over the process.

1.2.3 User Interfaces

There are two user interfaces associated with IEP, including:

- [Inbound ePrescribing Web-Based Application](#)
- [Inbound eRx VistA Outpatient Pharmacy](#)

1.2.3.1 Inbound ePrescribing Web-Based Application

The IEP web-based application is used by Pharmacy Users, Administrators, Pharmacy Managers, and PBM Admin personnel. Tabs include:

- Home
- Pharmacy Management
- Track/Audit
- Reports
- User Management
- Help



Figure 1-1: Inbound ePrescribing Web-based Application

The IEP web-based application is discussed in more detail in [Unit 2 - Inbound ePrescribing Web-Based Application](#).

1.2.3.2 Inbound eRx VistA Outpatient Pharmacy

The Inbound eRx VistA Outpatient Pharmacy display screens include VistA screens that are used by VA Pharmacists and Technicians to validate and process eRxes.

The eRx Holding Queue is discussed in more detail in [Unit 3 Part 1- Inbound eRx VistA Outpatient Pharmacy](#) available on the Veteran's Document Library (VDL).

1.2.4 Fillable Prescriptions

A “fillable prescription” is any inbound prescription with medication information, sent by an external or non-VA provider, which includes one of the following National Council for Prescription Drug Programs (NCPDP) 2017071 XML messages:

- NewRx Message
- RxRenewal Response Message - Replace response type
- RxChange Response Message - Approved response type for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock
- RxChange Response Message - Approved with Changes (AwC) response type for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock.
- RxChange Response Message - Validated response type for request type Prescriber Authorization

NOTE: According to NCPDP 2017071, RxRenewal Response Approved and Approved with Changes types are also treated as fillable prescriptions. But the workflows for these are different than the above mentioned inbound message types. Throughout the guide, the term “fillable” is used for the above mentioned inbound message types only. For Controlled Substance prescriptions the only responses possible for RxRenewal request are ‘Denied’ and ‘Replace’.

The IEP workflow is illustrated in the figure and described below.

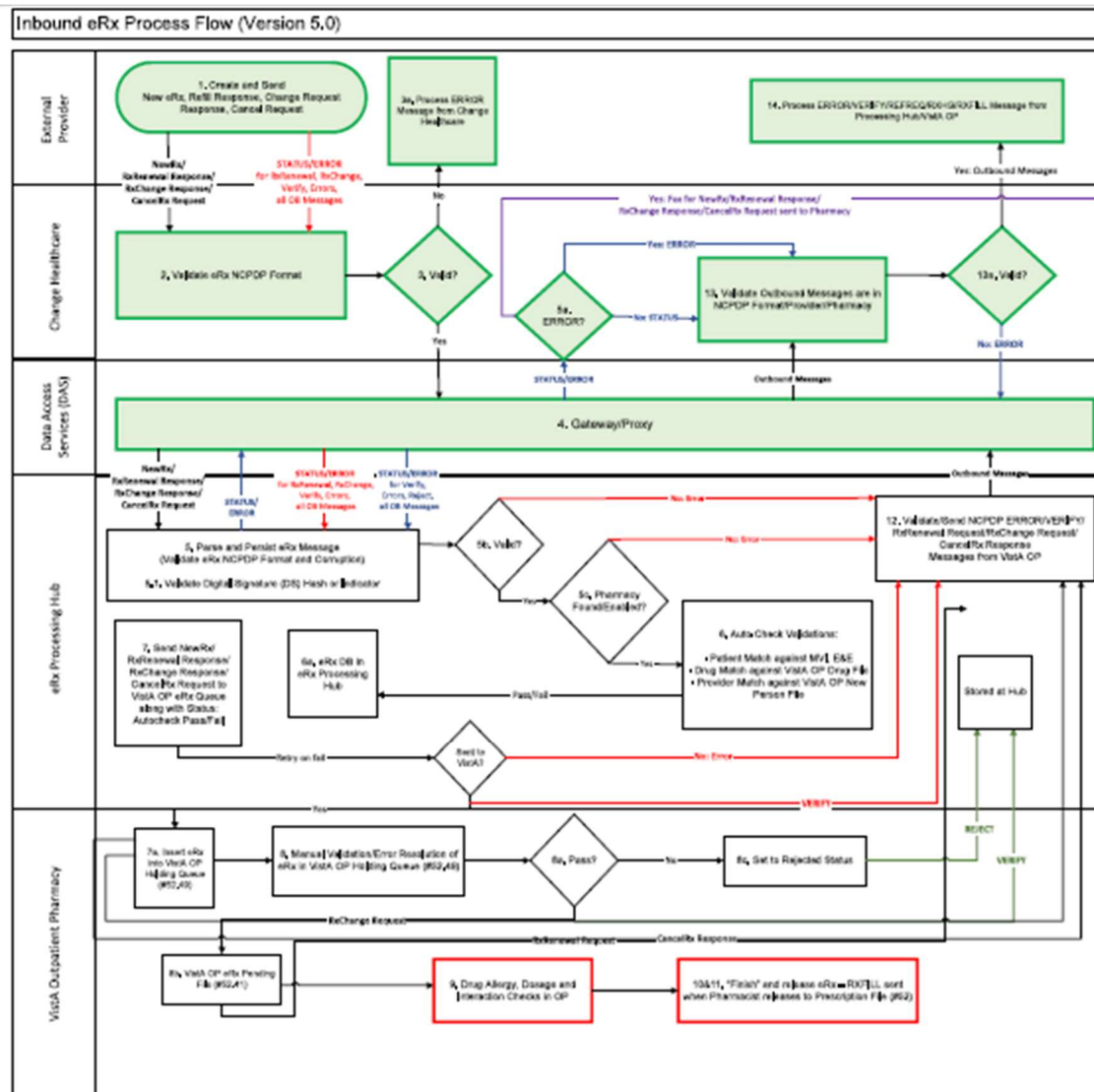


Figure 1-2: Process Inbound ePrescribing Flow

1. eRxes are sent from an external provider to SureScripts and/or Change Healthcare (CH). CH provides commercial ePrescribing solutions and, for the purposes of the IEP implementation, serves as a gateway to all participating ePrescribing providers nationwide.
2. CH verifies and transmits eRx transactions to/from SureScripts and/or an external provider's EHR system and the IEP system.
3. The eRxes are routed from CH to the IEP Processing Hub via the Data Access Service (DAS) external gateway. DAS and CH communicate using https requests over a secured network.
4. In the IEP Processing Hub, autochecks occur on the fillable prescriptions for Patient, Provider, and Drug/SIG. Refer to section [1.2.4 Fillable Prescriptions](#) for the definition of fillable prescriptions. The Master Person Index (MPI) is used for patient checking, depending on the data set that is sent by the Prescriber for that patient. For patient Enrollment and Eligibility (E&E) checks, the Enrollment System (ES) is used. The ES assists Veterans to enroll for VA healthcare benefits and is the core application that feeds other VA systems with E&E data. The E&E check is optional and can be turned on or off for each site. Patient Registration is also confirmed against the instance of the receiving pharmacy.
5. The Drug Name is matched against the local Drug File first, the VA Product Name next and then the National Drug Code (NDC), depending on which it matches first on. As a note, autochecks can be incorrect therefore the data must also be validated against the medication data sent for fillable prescriptions. Refer to section [Unit 3: Section 3.6.3 Validate Drug/SIG](#) in [Unit 3 Part 2](#) (PSO_7_0_P617_UM_32) available on the Veteran's Documentation Library (VDL) for more information.
6. The IEP web-based application allows users to view and generate reports on the autocheck results in the Processing Hub, as well as manage VA pharmacy information, and search for and print an eRx.
7. Once the eRx has completed all autochecks in the IEP Processing Hub, the fillable prescription, as well as the outcomes of all the autochecks (patient, provider, and drug), are transmitted to VistA OP. VistA Link is used for the provider and drug checks against the VistA OP system.
8. The VistA OP's IEP Holding Queue allows for the initial validation and acceptance of an eRx before being transmitted to Pending Outpatient Orders file for additional order checks and then final dispensing.
9. A RxRenewal Request transaction is originated by the pharmacy. This transaction is for requesting approval for additional renewals of a prescription once the original number of renewals has been dispensed. A RxRenewal Response is sent by the prescriber to the pharmacy in response to a request to renew a prescription. The response indicates whether the RxRenewal Request has been accepted, denied, or replaced.
10. A CancelRx Request message is used to notify the pharmacy that a previously sent fillable prescription should be canceled and not filled. The message is originated by the prescriber system as a CancelRx Request message. The CancelRx Response message is sent from the pharmacy to the prescriber system in response to a CancelRx Request message.

11. A RxChange Request transaction is originated by the pharmacy. This transaction is for requesting changes to a prescription, Prior Authorization or Prescriber Authorization. A RxChange Response is sent by the prescriber to the pharmacy in response to the change requested. The response indicates whether the RxChange Request has been accepted, denied, or validated.
12. Patient Centric View is a dashboard view, in addition to the Traditional View of the eRx Holding Queue, to provide the user the ability to view the eRx records that are in actionable statuses and that are grouped by Patients. The user can further select and view only the patients who have new prescriptions in one of the actionable statuses. The user can also jump to the Outpatient side and navigate back to the Holding Queue when there is a Pending Order for the selected patient. Each site can configure the number of lookback days to view the patient/prescription records that are still actionable statuses in the Holding Queue.

1.3 Inbound ePrescribing Architecture

The IEP architecture, illustrated in the below figure, depicts the different programs/applications that IEP interfaces with.

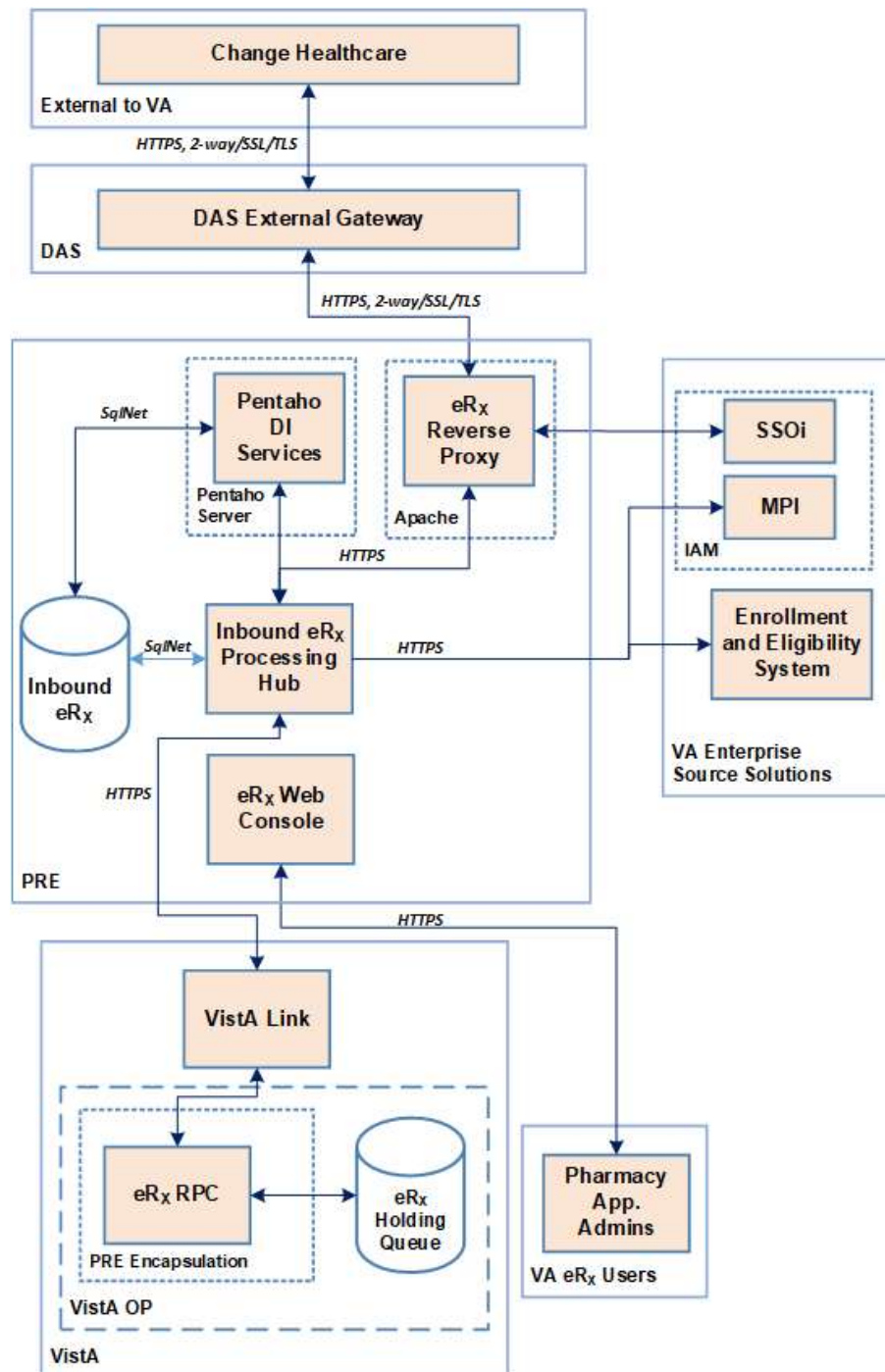


Figure 1-3: Inbound ePrescribing Architecture

1.4 Roles and Capabilities

IEP roles and tasks are described in this section as primary and secondary users. Primary users are VA Pharmacy Users. Secondary users include: System Administrators, VA Pharmacy Managers, VA PBM personnel, Non-VA Providers, and External Pharmacy personnel. The following sections provide an overview of primary and secondary user roles and their capabilities within IEP.

VA users have the capability of performing eRx-related tasks in the IEP web-based application and in the VistA OP eRx Holding Queue module. Specific tasks for each component are described in more detail in [Unit 2 - Inbound ePrescribing Web-Based Application](#) and [Unit 3 Part 1 - Inbound eRx VistA Outpatient Pharmacy](#) (PSO_7_0_P617_UM_31) available on the Veteran's Documentation Library (VDL).

The primary users of IEP are VA Pharmacy Users. Secondary user roles of this functionality include:

- Administrator – VA Local and National System Administrators.
- Pharmacy Manager – VA Pharmacy Management to include VA management, hospital director, under sec, etc., or anyone outside pharmacy that will need to know how many and what is the cost of the project.
- PBM Admin – All VA PBM personnel, including management.
- Non-VA Providers – Submit inbound requests to VA and review statuses sent from VA.

Details of the roles and capabilities for each user in the IEP web-based application and the VistA eRx Holding Queue based on their security keys are outlined in the tables below. Users with the ability to add/update a pharmacy may only add/update pharmacies for the site(s) in which the user is assigned to. Any user that is not assigned to MbM sites cannot view the Track/Audit records of MbM sites.

Table 1: Inbound ePrescribing Web-Based Application User Roles & Capabilities

User Role	Functionality
Administrator	<ul style="list-style-type: none">• Full Control, access to all tabs
Pharmacy Management	<ul style="list-style-type: none">• Home• Pharmacy Management• Track/Audit• Reports• Help
PBM Administrator	<ul style="list-style-type: none">• Home• Pharmacy Management• Track/Audit• Reports• Help

User Role	Functionality
Pharmacy Users	<ul style="list-style-type: none"> • Home • Track/Audit • Reports • Help
Default VA User (Read Only)	<ul style="list-style-type: none"> • Home • Reports • Help

Table 2: NewRx, Refill/RxRenewal Request and Response, CancelRx Request and Response (v2.0 and v3.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TECH	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X	X	
Accept eRX	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – RxRenewal Response	X	X	X	
RxChange Request	X	X	X	
RxRenewal Request (OP)	X	X	X	
Ack – CancelRx	X	X		
Ack – Inbound RxRenewal Error	X	X	X	

Table 3: RxRenewal Response – Replace Type (v4.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TEC H	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X

Table 4: RxChange Response – Replace Type (v4.0)

VistA Security Key	PSD RPH	PSO ERX ADV TECH	PSO ERX TEC H	PSO ERX VIEW
Validate Patient	X	X	X	
Validate Provider	X	X	X	
Validate Drug/SIG	X	X	X	
Accept Validation	X	X		
Accept eRx	X	X		
Reject	X	X	X	
Remove	X	X	X	
Hold	X	X	X	
Un Hold	X	X	X	
Search/Sort	X	X	X	X
Print	X	X	X	X
Message View	X	X	X	X
Ack – RxChange Response	X	X	X	

NOTE: When a user is assigned more than one VistA security key, the key with least access overrides the other keys assigned. For example, when a user is granted both PSDRPH and PSO ERX VIEW keys, access will drop to the level of the least access offered by PSO ERX VIEW key and the broader access of PSDRPH will be ignored.

1.5 Help Desk

For issues with the IEP web-based application that cannot be resolved by this guide or the site administrator, please contact the Enterprise Service Desk (ESD) at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

1.6 FAX Failover

When CH attempts to send an eR_x to a pharmacy, but the VA Inbound eR_x Processing Hub does not return an NCPDP STATUS message back before the request times out or if a synchronous NCPDP ERROR message is returned by the Hub, a “FAX failover” occurs. CH delivers the eR_x message via FAX using the FAX number on record of the destination pharmacy. VA Pharmacies need to process eR_x records received via FAX as non-electronic R_xes. There is no record of these FAX messages in either the Inbound eR_x Processing Hub or the VistA OP Holding Queue.

Unit 2. Inbound ePrescribing Web-Based Application

2.1 Inbound ePrescribing Web-Based Application Overview

This section provides an overview of the Inbound ePrescribing web-based application.

2.1.1 Purpose

The Inbound ePrescribing (IEP) web-based application provides eRx management, administration, and monitoring capabilities.

2.1.2 Access Requests

The user should contact their supervisor, or the administrator assigned at their local site for managing the application for questions on access to the IEP web-based application and/or modifications to user roles/permissions.

2.1.3 Accessing the Application

A Personal Identification Verification (PIV) card is required to access the application, using the following steps:

1. Using Internet Explorer, go to URL <https://vaausappiep201.aac.va.gov/inbound/> to access the web-based application.
2. On the VA Single Sign-on screen, select the **Sign In with VA PIV Card** icon.



Figure 2-1: VA Single Sign-on

3. In the “Select a Certificate” dialog, select the desired certificate and then select **OK**.

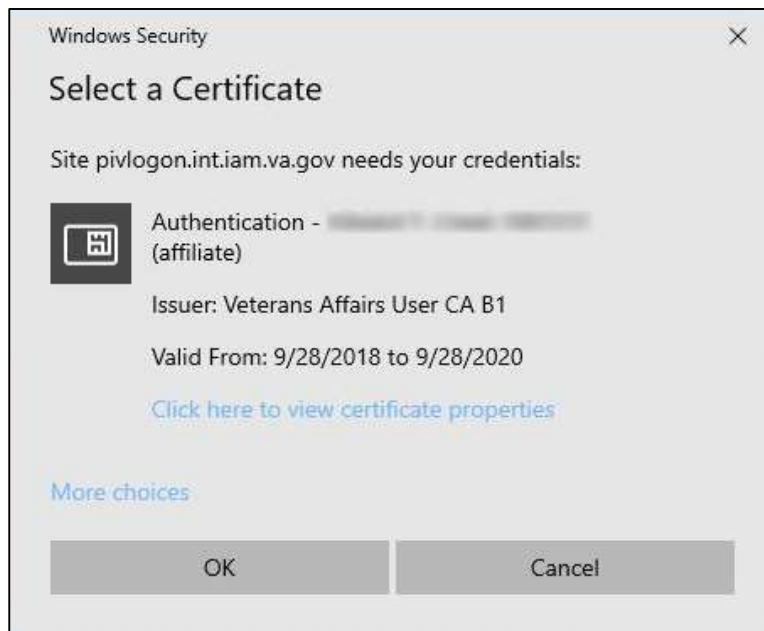


Figure 2-2: Select a Certificate

4. In the “ActivClient Login” dialog, enter the Personal Identification Number (PIN) in the “PIN” text box and select **OK**.

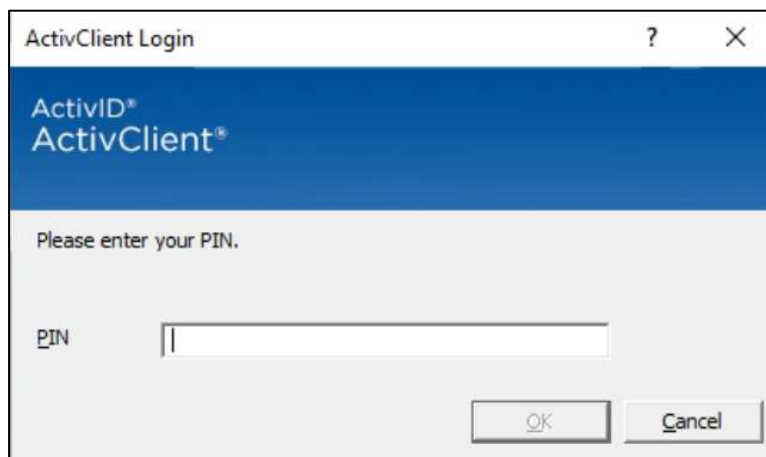


Figure 2-3: Active Client Login

13. A warning message displays. Select **Accept**.

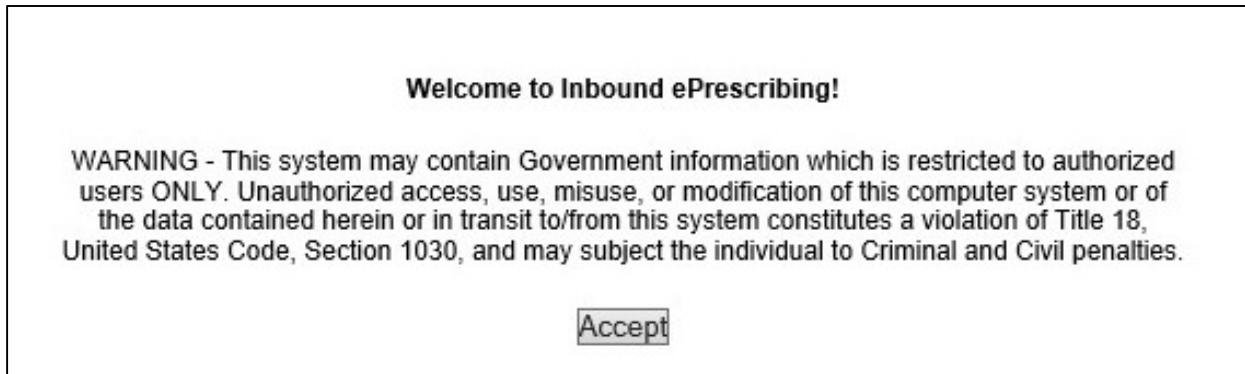


Figure 2-4: Warning Message

When authentication and authorization is successful, the application home screen displays.



Figure 2-5: Home Screen

2.1.4 Screen Navigation and Description

The following figure outlines the key areas of the screen layout. Brief descriptions of the screen layout are provided below:

1. On the top-right of the screen is a **Go to Main Content** link for Section 508 purposes to allow a user to be directed to the main content on the screen.
2. The logged-in user's VA User ID and a **Logout** link displays on the right side of the banner.
3. Below the banner, the main tabs display for accessing the screens within the application.
4. The name of the screen displays below the main tabs.
5. The bottom of the screen also contains hyperlinks to the main tab screens.

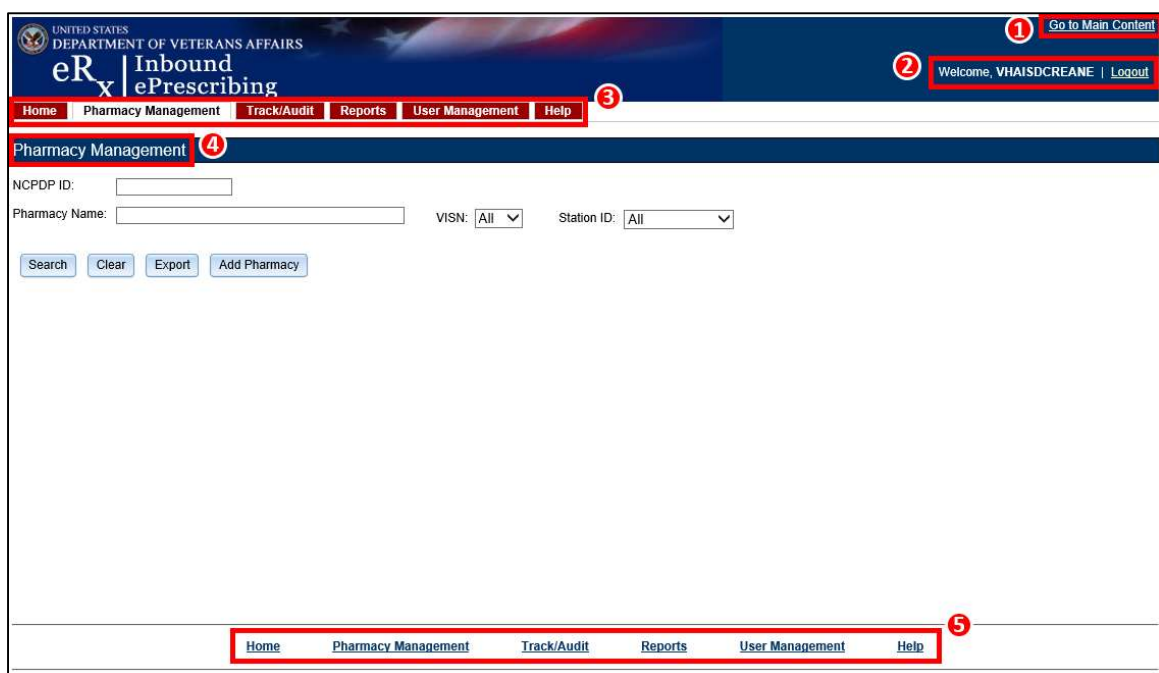


Figure 2-6: Web-Based Application Screen Layout

Only the menu bar tabs that the user has access to display. The administrator grants or restricts tab display or screen access based on the user role assigned. For additional information, refer to section [1.4 Roles and Capabilities](#).

The tabs and their associated user access include:

- [Inbound](#) eRX Homepage – Inbound eRX Homepage. All Users
- [Pharmacy Management](#) – Administrators, Pharmacy Managers, and PBM Admin
- [Track/Audit](#) – Administrators, Pharmacy Managers, PBM Admin, and VA Pharmacy Users
- [Reports](#) – All Users
- [User Management](#) – Administrators
- [Help](#) – All Users

2.1.4.1 Inbound eRx Homepage

The Inbound eRx Homepage is displayed when successful login authentication and verification is completed. The Inbound eRx Homepage is always accessible by selecting the **Home** tab in the menu bar. The Home screen is accessible to all user roles. However, only the tabs authorized for the user's role display.



Figure 2-7: Home Screen

2.1.4.2 Pharmacy Management

To access the Pharmacy Management screen, select the **Pharmacy Management** tab in the menu bar. The Pharmacy Management screen displays the Pharmacy Management table that provides information about pharmacies and allows Administrators and Pharmacy Managers to search for, add, and edit pharmacies. Users can also enable/disable the receiving of prescriptions targeted for a particular pharmacy.

NOTE: The search filters default to “All” in the VISN field. The user must select the **Search** button for information to populate.



Figure 2-8: Pharmacy Management Screen

2.1.4.3 Track/Audit

To access the Track/Audit eRx screen, select the **Track/Audit** tab in the menu bar. The Track/Audit eRx screen allows users view eRxs and their related messages.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Home Pharmacy Management **Track/Audit** Reports User Management Help

Track/Audit eRx

VISN: All VA Station ID: From Date: 7/20/2020 To Date: 7/21/2020

Message Type: All Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Received Message Status: All

Search Clear Export Max Records: 100

Figure 2-9: Track/Audit Screen

2.1.4.4 Reports

To access the Reports screen, select the **Reports** tab in the menu bar. The Reports screen allows all users to run and view a Summary Report.

The system uses the comma-separated values (.CSV) format. Users can view reports using a third-party tool, such as Microsoft Excel.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS
eRx Inbound ePrescribing

Home Pharmacy Management Track/Audit **Reports** User Management Help

Reports

Select Report: eRx Summary Report

VISN: All Station ID: All From Date: 7/20/2020 To Date: 7/21/2020 Run Report Clear Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	#New Rx	#RxRenewal Request	#RxRenewal Response	#RxChange Request	#
1	984	1111119	PREMV Birmingham Longer than Thirty	3	1	0	3	0
Totals >>>				3	1	0	3	0

Number of Records: 1

Report as of: Tue Jul 21 2020 13:18

Figure 2-10: Reports Screen

2.1.4.5 User Management

To access the User Management screen, select the **User Management** tab in the menu bar. The User Management screen allows Administrators to add users, enable/disable users, and modify user roles. This screen only displays for users with Administrator access.



Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				170..	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-11: User Management Screen

2.1.4.6 Help

To access the Help page, select the **Help** tab in the menu bar. The Help page provides help topics and production support information.



Figure 2-12: Help Tab

When the **Help** tab is selected, the Help Page displays in a new window.

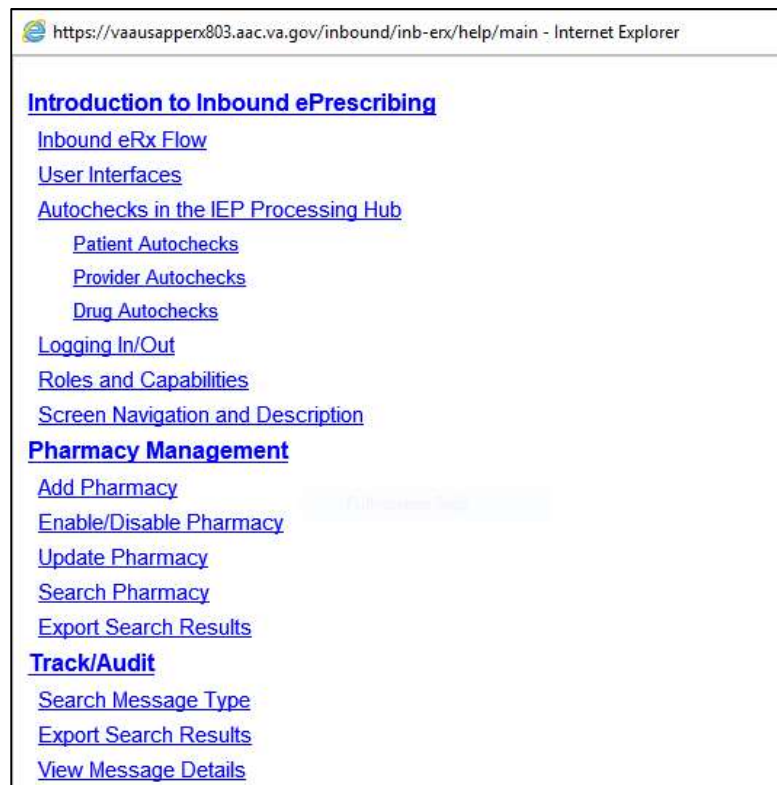


Figure 2-13: Help Page

2.2 Inbound ePrescribing Web-based Application Capabilities

The following sections provide descriptions of the IEP web-based application's capabilities within each tab.

2.2.1 Pharmacy Management

The Pharmacy Management screen displays the Pharmacy Management table. The default view displays all VA pharmacies. Actions available to users include:

- [Searching for a Pharmacy](#)
- [Adding a Pharmacy](#)
- [Updating a Pharmacy](#)

2.2.1.1 Searching for a Pharmacy

Users can search for a pharmacy from the Pharmacy Management screen. The default view lists all VA pharmacies.

To search for a pharmacy:

1. Enter the NCPDP ID (if known).
2. Enter the Pharmacy Name.
3. Select the desired VISN number from the "VISN" drop down.
4. Select the desired Station ID from the "Station ID" drop down. If viewing All VISNs, the user is unable to select a Station ID. To select a specific Station ID, the VISN must be selected.
5. Select **Search**.

The Pharmacy Management table displays results for the selected search criteria.



VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
6	565GL	3465689	FAYETTEVILLE 3 VA CLINIC PHARMACY	FAYETTEVILLE 3 VA CLINIC PHARMACY	7300 S RAEFORD RD	ASHEVIL
6	564	0420466	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY	2300 RAMSEY STREET	SMYRNA
16	565	3429417	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY #2	1100 NORTH COLLEGE ST	ASHEVIL

Figure 2-14: Search for a Pharmacy

2.2.1.2 Adding a Pharmacy

To add a new pharmacy, please contact the ESD at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

NOTE: The pharmacy must be pre-registered as a pharmacy in ePharmacy. ePharmacy is supported by CH therefore ePharmacy registration adds the pharmacy to the same CH Pharmacy Directory (*NCPDP ID required) used by Inbound eRx. For IEP, CH must also enable eRx support for the pharmacy through the IEP web-based application.

2.2.1.3 Updating a Pharmacy

To update information for a VA pharmacy, please contact the ESD at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

2.2.1.3.1 Disable eRx

To completely halt a specific Pharmacy from receiving ePrescriptions, please contact the ESD at 1-855-673-4357 and reference “VistA - Pharmacy: Outpatient Pharmacy.”

NOTE: If a pharmacy is to be disabled for a long duration, a request must be made to CH. Note that the ESD routes the ticket to an IEP administrator to assist with this step. CH can switch the pharmacy to fax only or turn off eRx delivery (electronic or fax) completely.

2.2.1.3.1.1 Temporarily Disable eRx

In cases where a site needs to halt receiving ePrescriptions temporarily, use the Disable eRx/Enable eRx fields.

Disabling a pharmacy allows users to temporarily disable the pharmacy from receiving eRxes in the event of a natural or facility disaster, maintenance, or move. This disables the pharmacy from receiving new inbound messages, but outbound messages still go back to the external provider via CH. The pharmacy is disabled on the Processing Hub, but no changes are made in CH.

NOTE: The enable/disable field in the Processing Hub is for a temporary disable, which also allows outgoing messages to continue flowing from VistA. Additionally, incoming messages still flow from CH to the Processing Hub for the pharmacy, however an error message is returned to the provider saying that Inbound eRx messaging is currently not available. In these cases, CH then sends a fax of the eRx to the pharmacy.

To temporarily disable a pharmacy:

1. Search for the desired pharmacy.
2. From the Pharmacy Management table, select the hyperlink for the desired pharmacy to edit in the “NCPDP ID” column.

VISN	VA Station ID	NCPDP ID	Pharmacy Name (Published)	Pharmacy Name (Internal)	Address	City
6	565GL	3465689	FAYETTEVILLE 3 VA CLINIC PHARMACY	FAYETTEVILLE 3 VA CLINIC PHARMACY	7300 S RAEFORD RD	ASHEVIL
6	564	0420466	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY	2300 RAMSEY STREET	SMYRNA
16	565	3429417	FAYETTEVILLE VAMC PHARMACY	FAYETTEVILLE VAMC PHARMACY #2	1100 NORTH COLLEGE ST	ASHEVIL

Figure 2-15: NCPDP ID Column Hyperlinks

The Edit Pharmacy screen displays. At the top of the screen is a Warning Message with text notifying the user that any change made here will not update the pharmacy in CH’s published pharmacy directory. Selecting **Return to Pharmacy Management** returns the user to the Pharmacy Management screen.

3. Select **No** from the “Inbound eRx Enabled” drop down.

Edit Pharmacy

Warning Message:

Any changes made on this screen will not update the Change Healthcare's published pharmacy directory.

Return To Pharmacy Management

Pharmacy Name (Published): (Required)

FAYETTEVILLE 3 VA CLINIC PHARMACY

Inbound eRx Enabled:

No

VISN: (Required)

6

VA Station ID (Required) :

565GL

Pharmacy Name (Internal): (Required)

FAYETTEVILLE 3 VA CLINIC PHARMACY

Pharmacy Address Line 1: (Required)

7300 S RAEFORD RD

Pharmacy Address Line 2:

Pharmacy City: (Required)

ASHEVILLE

Pharmacy State: (Required)

North Carolina

Figure 2-16: eRx Enabled Drop Down

4. At the bottom of the Edit Pharmacy screen, select **Update** to save all changes. The date that the fields were modified displays in the “Updated Date” field.

Pharmacist Prefix:

Pharmacist First Name:

Pharmacist Middle Name:

Pharmacist Last Name:

Pharmacist Suffix:

Enrollment and Eligibility Check Enabled: Yes

Updated Date: (Read Only) 06/19/2017

Figure 2-17: Update Pharmacy Information

2.2.1.3.2 Enable eRx

The pharmacy can be enabled once it is ready to receive eRxes again.

To enable a pharmacy:

1. Select **Yes** from the “Inbound eRx Enabled” drop down on the Edit Pharmacy screen.
2. Select Update (not shown).

Edit Pharmacy

Warning Message:
Any changes made on this screen will not update the Change Healthcare's published pharmacy directory.

Pharmacy Name (Published): (Required) FAYETTEVILLE 3 VA CLINIC PHARMACY

Inbound eRx Enabled: Yes

VISN: (Required) 6

Figure 2-18: Enable/Disable Pharmacy

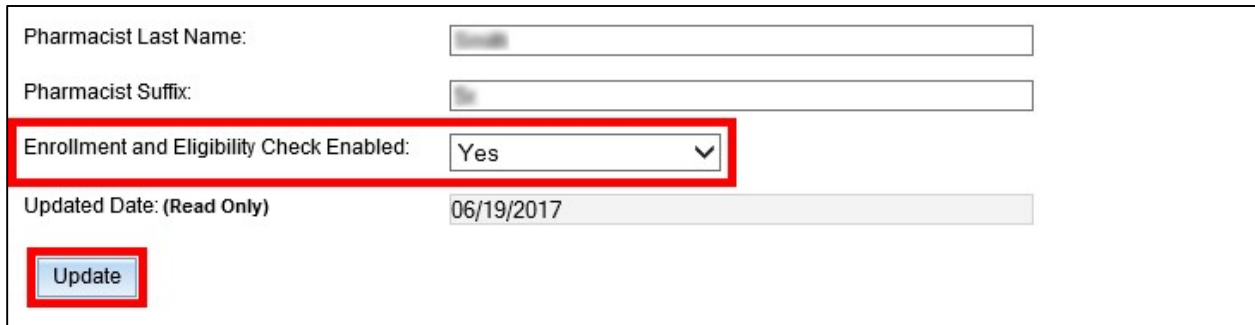
NOTE: If a pharmacy is not enabled and a prescription comes in for that pharmacy, an error message is sent back to the provider’s EHR system to notify the provider that the pharmacy is not currently receiving eRxes.

2.2.1.4 Enrollment and Eligibility Check

The Enrollment and Eligibility (E&E) check may be enabled or disabled for individual pharmacies. This option is provided so each pharmacy may decide whether to turn the E&E check on or off depending on whether the patients whose eRxes are filled at the pharmacy are enrolled in the E&E system. For example, MbM does not currently have any patient enrolled with the E&E system.

To ensure the Enrollment and Eligibility Check is enabled for a pharmacy:

1. Select the desired pharmacy from the Pharmacy Management table.
2. Ensure **Yes** displays in the “Enrollment and Eligibility Check Enabled” field.
3. If required, select **Yes** in the “Enrollment and Eligibility Check Enabled” drop-down and then select **Update**.



The screenshot shows a form with the following fields:

- Pharmacist Last Name: [Text input field]
- Pharmacist Suffix: [Text input field]
- Enrollment and Eligibility Check Enabled: [Dropdown menu showing "Yes"]
- Updated Date: (Read Only) 06/19/2017
- [Update button]

The "Enrollment and Eligibility Check Enabled" dropdown and the "Update" button are highlighted with red boxes.

Figure 2-19: Enrollment and Eligibility Check Enabled

If the Enrollment and Eligibility Check is not enabled for a pharmacy, the Patient Auto Check Status displays as “MVI_MATCH_NOT_FOUND” on the Track/Audit screen.

Track/Audit eRx

VISN: All
VA Station ID:

From Date: 6/9/2021
To Date: 6/10/2021

Message Type: NewRx
Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Received

Message Status: All

Search
Clear
Export
Max Records: 100

eRx Type: All

	Prescriber NPI	Prescriber DEA	VISN	Station ID	Pharmacy Name	Address	Relates to Message ID	Patient AutoCheck Status	Provider AutoCheck Status	Drug AutoCheck Status	Message Status
			1	500	DAYTSHR TEST LAB	10000 BAY PINES BLVD Baltimore, VA 54123		MVI_MATCH_NOT_FOUND	VISTAOP_PROVIDER_MATCH_FAILED	VISTAOP_DRUG_MATCH_NOT_FOUND	VISTAOP_DELIVERY_SUCCESSFUL

Figure 2-20: Track/Audit – Enrollment and Eligibility Check Not Performed

2.2.2 Track/Audit

The Track/Audit screen allows users to search for eRx messages and track prescriptions and provides the ability to view and print the details of a prescription.

When the user initially enters the Track/Audit screen, the default date range is two days (the current date and the previous date) and the default records limit is set to 100.

Users can now see whether individual messages are Controlled Substance (CS) or Non-Controlled Substance (NON-CS) prescriptions and whether they have been digitally signed under the “PRESCRIBER DS” column. The value given in this row can be in 5 different states based off of how the signature was processed. Please see below table for details of all the different states:

Written Date (WD) older or equals Effective Date (ED)	Digital Signature (DS)	DS Indicator	Prescriber DS Column	Captured under Message Status 'NCPDP_MSG_INVALID'	eRx message reaches VistA?
Yes (WD ≤ ED)	Valid	Missing	'VERIFIED'	No	Yes
Yes	Invalid	Missing	'FAILED'	Yes	No
Yes	Missing	Missing	'NULL'	No	Yes
Yes	Missing	'TRUE'	'TRUE'	No	Yes
Yes	Missing	'FALSE'	'FALSE'	No	Yes
No (WD > ED)	Missing	Missing	'NULL'	Yes	No
No	Missing	'TRUE'	'TRUE'	Yes	No
No	Missing	'FALSE'	'FALSE'	Yes	No

NOTE: If a user is not assigned to one of the MbM station IDs, that user cannot see any records related to MbM station IDs.

2.2.2.1 Searching for a Message

To search for a message:

1. Select the desired search criteria from the drop downs and enter desired search keywords in the text fields.

Figure 2-21: Track/Audit Search Criteria

If filtering by eRx Type for Controlled Substance (CS) records, an additional filter will populate to filter the results by drug class (Schedule II-V, Schedule II, Schedule III-V).

Figure 2-22: Track/Audit CS Search Criteria

The search criteria are described in the table below.

Table 5: Track/Audit Search Criteria Descriptions

Search Field	Field Type	Description	Drop Down Options
VISN	Drop Down	VISN number that a VA pharmacy is associated with	All VISNs, each VISN number
VA Station ID	Text	Station ID of the VA pharmacy	N/A
From Date	Text or Calendar Drop Down	Beginning date. Choose From date for a date range search; select the date from the calendar or enter a date in MM/DD/YYYY format.	Calendar/Enter DOB in MM/DD/YYYY format

Search Field	Field Type	Description	Drop Down Options
To Date	Text or Calendar Drop Down	End date. Choose To date for a date range search; select the date from the calendar or enter a date in MM/DD/YYYY format.	Calendar/Enter DOB in MM/DD/YYYY format
Message Type	Drop Down	Type of the NCPDP message type	All, CancelRx, CancelRxResponse, Error, NewRx, RxRenewalResponse, RxRenewalRequest, RxChangeResponse, RxChangeRequest, Status, Verify
Message ID	Text	Prescription message ID (generated by CH for incoming eRxes)	N/A
Relates to Message ID	Text	To search for messages related to a Message ID	N/A
Patient SSN	Text	Patient Social Security Number	N/A
Patient Last Name	Text	Patient last name	N/A
Patient First Name	Text	Patient first name	N/A
Patient DOB	Text or Calendar Drop Down	Patient date of birth	Calendar/Enter DOB in MM/DD/YYYY format
Prescriber NPI	Text	Prescriber National Provider Identifier (NPI)	N/A
Prescribed Drug	Text	Drug prescribed from the eRx	N/A
Prescriber LastName	Text	Last name of prescriber	N/A
Prescriber FirstName	Text	First name of prescriber	N/A
Prescriber DEA #	Text	Drug Enforcement Administration (DEA) number of prescriber	N/A
eRx Reference #	Text	Unique, internal VA reference # assigned to all messages	N/A
Sent or Received	Drop Down	Select Sent (Outbound) or Received (Inbound) messages	Both, Received, Sent

Search Field	Field Type	Description	Drop Down Options
Message Status	Drop Down	Processing Hub message status	Auto check Processing Completed, VistA OP Delivery Successful, VistA OP Delivery In Process, VistA OP Delivery Retries Exceeded, Auto check in Progress, Pharmacy Inbound eRx Not Enabled, Pharmacy Unknown, Outbound Message Send Completed, Outbound Message Delivery Retries Exceeded, Outbound Message Send In Progress, Ready for Autocheck, NCPDP Message Invalid
Max Records	Drop Down	Select number of maximum records to display in search query	100, 7500, 10000, 50000, 100000
eRx Type	Drop Down	Select type of eRx (Controlled Substance or Non-Controlled Substance) to filter search query by	All, CS, Non-CS

- Use the “Max Records” drop down to set the limit of search results. This value can be set to **100, 7500, 10000, 50000, or 100,000**. The default value is 100. Limiting search results decreases the time required to conduct a search.

The screenshot shows the 'Track/Audit eRx' form. The 'Max Records' drop-down menu is open, displaying the following options: 100 (highlighted), 7500, 10000, 50000, and 100000. The form includes various search filters such as VISN, VA Station ID, From Date, To Date, Message Type, Patient SSN, Patient Last Name, Patient First Name, Patient D.O.B., Prescriber NPI, Prescribed Drug, Prescriber Last Name, Prescriber First Name, Prescriber DEA#, eRx Reference #, Sent or Received, Message Status, and eRx Type.

Figure 2-23: Max Records Drop Down

- Select **Search** to execute the search.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Message Status:

Search Max Records:

Figure 2-24: Track/Audit eRx Search

A “Search in progress” message displays during search.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Message Status:

Max Records:

Search Status
Search in progress, please wait...

Figure 2-25: Search in Progress Message

The search results display in a table below the search criteria. The total number of records in the search results display at the bottom of the table.

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Presc
2021-05-01 19:25:46	396860	CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	2510		VERIF
2021-05-01 16:50:38	396859	CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		VERIF
2021-05-01 19:26:02	336043	-null-	Verify							-null-

< Number of Records: 3 >

Figure 2-26: Search Results

The Search Results fields and descriptions are listed in the table below.

Table 6: Search Results Fields & Descriptions

Field	Description
Received Date	Date that the eRx was received by VA
eRx Reference #	Unique, internal VA reference # assigned to all messages as a hyperlink
eRx Type	Controlled Substance (CS) or Non-Controlled Substance (Non-CS)
Message Type	Type of message
Patient Name	First and last name of the patient
Patient DOB	Date of birth for the patient
Patient SSN	Social security number of the patient
Drug Prescribed	Drug prescribed to the patient
Schedule	Schedule of Controlled Substance
Message ID	Identification of the message
Prescriber DS	Verification of Prescriber's Digital Signature (DS)
Prescriber Name	First and last name of the prescriber

Field	Description
Prescriber NPI	National Provider Identifier for the prescriber
Prescriber DEA	Identifier assigned to prescriber by United States Drug Enforcement Administration
VISN	VISN that the VA pharmacy is associated with
Station ID	Station ID of the VA pharmacy
Pharmacy Name	Internal VA pharmacy name
Address	Address of VA pharmacy
Relates to Message ID	Lists message related to a particular Message ID as a hyperlink
Patient AutoCheck Status	Results of system patient auto-validation check
Provider AutoCheck Status	Results of system provider auto-validation check
Drug AutoCheck Status	Results of system drug auto-validation check
Message Status	Current status of the message

2.2.2.2 Export Search Results

From the **Track/Audit** tab, users have the capability of exporting the search results. Exports are in .CSV format and can be viewed in Microsoft Excel. The number of records exported is dependent on the number of records selected in the “Max Records” dropdown.

To export the search results:

1. Select **Export**.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Message Status:

Max Records: eRx Type:

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2021-05-02 17:43:34		CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		VER
2021-05-02 17:40:02		CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		TRU
2021-05-02 16:19:57		CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		VER
2021-05-02 16:09:59		CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		TRU
2021-05-02 13:17:23		CS	NewRx				DEXTROAMPHETAMINE 5MG TAB	II		VER

Figure 2-27: Export Search Results

A prompt displays asking to Open or Save the results.

2. Select **Open** to view the results.
3. Select the down arrow to the right of **Save** to save the results to a desired location.

Do you want to open or save **TrackAudit.csv** (408 bytes) from **va.usa.supperx803.aac.va.gov**?

Figure 2-28: Track/Audit Export Prompt (after clicking Export buttons)

4. When the arrow is selected, the system displays a “Save As” dialog (not shown). Navigate to a location on your system to save the file.

2.2.2.3 Inbound/Outbound Message Detail

Inbound/outbound message detail information is reviewed and managed under the **Track/Audit** tab.

To access the detail screen of a message, select the hyperlink in the “eRx Reference #” column to display the desired message detail.

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2021-06-09 09:05:10		NONCS	NewRx				LISINOPRIL 20MG			FAL
2021-06-09 08:56:37		CS	NewRx				DIPHENOXYLATE AND ATROPINE C.T.	V		TRU
2021-06-09 08:54:31		CS	NewRx				TRIAZOLAM 0.25MG TAB	IV		TRU
2021-06-09 08:52:30		CS	NewRx				ACETAMINOPHEN AND CODEINE 30MG	III		TRU
2021-06-09 08:47:07		CS	NewRx				HYDROMORPHONE 2MG C.T.	II		TRU
2021-06-09 09:21:14		-null-	Error							-nul
2021-06-09 09:19:53		-null-	Verify							-nul
2021-06-09 08:57:05		-null-	Verify							-nul
2021-06-09 08:55:14		-null-	Verify							-nul
2021-06-09 08:52:52		-null-	Verify							-nul
2021-06-09 08:47:50		-null-	Verify							-nul

Number of Records: 11

Figure 2-29: Track/Audit Grid View

The message details display. Each message detail screen includes the following buttons:

- **Return to Search:** Return to the search results screen.
- **Show Related Messages:** Displays all sent and received eRx messages that are related to the displayed message.⁷
- **Print:** Print the eRx message details.

Track/Audit eRx	
Return to Search	Show Related Messages
Print	
NewRx	Status: VISTAOP_DELIVERY_SUCCESSFUL
Received Date:	
PHARMACY	
Name:	
Address:	
Phone:	
PRESCRIBER	
First:	
Mid.:	
Last:	
Address:	
NPI:	
Phone:	
Agent:	
DEA:	
NCPDP ID:	
FAX:	
State Lic:	

Figure 2-30: Message Details

If the **Show Related Messages** button is selected, any sent and received messages that are related to the current message display based on the Message ID linkage. For example, Related Messages for a RxRenewal Response should, at minimum, display the related RxRenewal Request and the NewRx for which the refill was requested. Related messages also include related Status, Verify, and/or Error Messages, if applicable. Related messages display in descending order of received date. The most recent message is at the top of the list, and the NewRx message is at the bottom. Select the number in the “eRx Reference #” column to view message details.

Track/Audit eRx

Return to Search
Show Related Messages
Print

Showing Related Messages for NewRx: eRx Reference # -

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-06-09 09:05:10		NONCS	NewRx				LISINOPRIL 20MG			FALSE

Figure 2-31: Related Messages

2.2.2.3.1 NewRx Message

The NewRx detail screen displays the new eRx from an external provider.

To access the NewRx detail screen, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: VA Station ID: From Date: To Date:

Message Type: Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Message Status:

Max Records: eRx Type:

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-06-09 09:05:10		NONCS	NewRx				LISINAPRIL 20MG			FALSE
2021-06-09 08:56:37		CS	NewRx				DIPHENOXYLATE AND ATROPINE C.T.	V		TRUE
2021-06-09 08:54:31		CS	NewRx				TRIAZOLAM 0.25MG TAB	IV		TRUE
2021-06-09 08:52:30		CS	NewRx				ACETAMINOPHEN AND CODEINE 30MG	III		TRUE
2021-06-09 08:47:07		CS	NewRx				HYDROMORPHONE 2MG C.T.	II		TRUE

Figure 2-32: NewRx Message Search and Results Screen

The selected message details display.

Track/Audit eRx

NewRx Status: VISTAOP_DELIVERY_SUCCESSFUL Received Date: 07/21/2020

PHARMACY

Name: NCPDP ID:

Address:

Phone:

PRESCRIBER

First:

Mid.:

Last:

Address:

NPI:

Phone:

Agent:

DEA:

FAX:

State Lic:

PATIENT

First:

Mid.:

Last:

Address:

DOB:

Height:

Primary Phone:

SSN:

Gender: F

Weight:

Home Phone:

PRESCRIPTION

Drug Prescribed: Lisinopril-Hydrochlorothiazide 20-12.5 MG Tablet

NDC: 00143126301

Quantity: 90

Quantity UOM: Tablet Dosing Unit

Drug Form: Unspecified

Drug Strength: 20-12.5 MG

Refills: 0

Prohibit Renew: NO

Days Supply: 90

Date Written: 06/10/2020

Issue Date: 06/10/2020

Figure 2-33: NewRx Message Details Screen

2.2.2.3.2 RxRenewal Request

RxRenewal Request message details can be viewed under the **Track/Audit** tab.

To access the RxRenewal Request message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All VA Station ID: From Date: 5/1/2021 To Date: 6/10/2021

Message Type: RxRenewalRequest Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Both Message Status: All

Search Clear Export Max Records: 100 eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-05-26 16:09:07		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-
2021-05-26 15:57:03		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-
2021-05-26 14:31:58		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-
2021-05-26 09:46:07		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-
2021-05-26 06:57:24		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-
2021-05-10 11:39:32		-null-	RxRenewalRequest				PHENOBARBITAL 100MG TAB			-null-

Figure 2-34: RxRenewal Request Search and Search Results

The selected message details display.

Track/Audit eRx			
Return to Search Show Related Messages Print			
<hr/>			
RxRenewalRequest		Status: OB_MSG_SEND_IN_PROGRESS	Received Date: 07/07/2020
PHARMACY			
Name:		NCPDP ID:	
Address:			
Phone:			
PRESCRIBER			
First:			
Mid.:			
Last:			
Address:			
NPI:			
Phone:		FAX:	
Agent:		State Lic:	
DEA:			
PATIENT			
First:			
Mid.:			
Last:			
Address:		SSN:	
DOB:		Gender:	M
Height:		Weight:	
Primary Phone:		Home Phone:	
PRESCRIPTION			
Drug Prescribed:	GABAPENTIN 100MG CAP		
NDC:	00228266550		
Quantity:	180	Days Supply:	60
Quantity UOM:	Capsule Dosing Unit	Date Written:	07/06/2020
Drug Form:	Capsule Dosage Form	Issue Date:	07/06/2020
Drug Strength:	100MG		
Refills:	2		
SIG:	TAKE 3 TABLETS A DAY AT BEDTIME.		
Orig Ref Num:			
PON:			
eRx Ref Num:			
Message ID:			
Rel to Msg ID:			
Substitutions?:	YES		
Comments:	NewRx Note text - 300 mg at bedtime.		
Plan ID:		RxGRP:	
RxBIN#:		RxPCN:	
MEDICATION DISPENSED			
Drug Dispensed:	GABAPENTIN 100MG CAP		
NDC:	00071080324		
Quantity:	30	Days Supply:	30
Quantity UOM:	Capsule Dosing Unit	Date Written:	07/06/2020
Drug Form:			
Drug Strength:			
Req. Refills:	1		
SIG:	TAKE ONE CAPSULE BY MOUTH AS NEEDED --AVOID ANTACIDS-- NEWRX NOTE TEXT - 300 MG AT BEDTIME.		
Substitutions?:	YES		
Comments:			

Figure 2-35: RxRenewal Request Details Screen

2.2.2.3.3 RxRenewal Response

RxRenewal Response message details can be viewed under the **Track/Audit** tab.

To access the RxRenewal Response message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All VA Station ID:

From Date: 5/1/2021 To Date: 6/10/2021

Message Type: RxRenewalResponse Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B.: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Both Message Status: All

Search Clear Export Max Records: 100 eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-05-26 20:14:30		CS	RxRenewalResponse				CODEINE SULFATE 15MG TAB	IV		VERIFIED
2021-05-26 16:02:28		NONCS	RxRenewalResponse				CODEINE SULFATE 15MG TAB			FALSE
2021-05-26 15:49:14		CS	RxRenewalResponse				CODEINE SULFATE 15MG TAB			VERIFIED
2021-05-26 14:37:18		CS	RxRenewalResponse				CODEINE SULFATE 15MG TAB			TRUE
2021-05-26 14:35:57		NONCS	RxRenewalResponse				CODEINE SULFATE 15MG TAB			NULL

Figure 2-36: RxRenewal Response Search and Search Results

The selected message details display.

Track/Audit eRx		
Return to Search Show Related Messages Print		
RxRenewalResponse		
Status: VISTAOP_DELIVERY_SUCCESSFUL		Received Date: 07/07/2020
PHARMACY		
Name:	NCPDP ID:	
Address:		
Phone:		
PRESCRIBER		
First:		
Mid.:		
Last:		
Address:		
NPI:		
Phone:	FAX:	
Agent:	State Lic:	
DEA:		
PATIENT		
First:		
Mid.:		
Last:		
Address:	SSN:	
DOB:	Gender:	M
Height:	Weight:	
Primary Phone:	Home Phone:	
PRESCRIPTION		
Drug Prescribed:	Victoza 18 MG/3ML Subcutaneous Solution Pen-injector	
NDC:	00169406013	
Quantity:	9	
Quantity UOM:	Milliliter	
Drug Form:	Adjustable Dose Pre-filled Pen Syringe	
Drug Strength:	Days Supply:	30
Refills:	Date Written:	06/08/2020
SIG:	Issue Date:	06/08/2020
Orig Ref Num:	INJECT 1.2 MG Daily_RxChange Response Sig	
PON:		
eRx Ref Num:		
Message ID:	PS_App_RxRnwIRsp_0707	
Rel to Msg ID:	552.36013.4752.3200707.161714	
Substitutions?:	YES	
Comments:	Renewal Response Note	
RESPONSE		
Status:	Approved	
Reason Code:		
Reason:		
Note:	Testing Approved RxRenewalRequest	
Resp Ref Num:	Approved 07072020	

Figure 2-37: RxRenewal Response Detail Screen

2.2.2.3.4 RxChange Request

RxChange Request message details can be viewed under the **Track/Audit** tab.

To access the RxChange Request message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All

VA Station ID:

From Date: 5/1/2021

To Date: 6/10/2021

Message Type: RxChangeRequest

Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Both

Message Status: All

Search

Clear

Export

Max Records: 100

eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2021-06-01 13:52:38		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul
2021-06-01 13:46:50		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul
2021-06-01 13:31:49		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul
2021-06-01 13:22:35		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul
2021-05-27 09:55:57		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul
2021-05-27 09:15:22		-null-	RxChangeRequest				PHENOBARBITAL 100MG TAB			-nul

Figure 2-38: RxChange Request Search and Search Results

The selected message details display.

Track/Audit eRx			
Return to Search Show Related Messages Print			
RxChangeRequest		Status: OB_MSG_SEND_IN_PROGRESS	Received Date: 07/20/2020
PHARMACY			
Name:		NCPDP ID:	
Address:			
Phone:			
PRESCRIBER			
First:			
Mid.:			
Last:			
Address:			
NPI:			
Phone:		FAX:	
Agent:			
DEA:		State Lic:	
PATIENT			
First:			
Mid.:			
Last:			
Address:		SSN:	
DOB:		Gender:	M
Height:		Weight:	199 pound (US and British)
Primary Phone:		Home Phone:	
PRESCRIPTION			
Drug Prescribed:	Amaryl 4 mg Tablet		
NDC:	00039022310		
Quantity:	30	Days Supply:	30
Quantity UOM:	Tablet Dosing Unit	Date Written:	05/12/2020
Drug Form:	Tablet Dosage Form	Issue Date:	05/12/2020
Drug Strength:	4mg		
Refills:	1		
Prohibit Renew:	1 tablet with breakfast or the first main meal of the day Once a day Orally 30days		
SIG:	396243		
Orig Ref Num:	XXX		
PON:	XXX		
eRx Ref Num:			
Message ID:	552.36001.4613.3200720.124805		
Rel to Msg ID:	NewRx_ZDel_20200604_1		
Substitutions?:	YES		
Comments:	MedPrescribed Note text _NewRx-0512.		
MEDICATION REQUESTED			
Drug Requested:	IBUPROFEN 800MG TAB		
NDC:	53746-0137-05		
Quantity:	30	Days Supply:	30
Quantity UOM:	Capsule Dosing Unit		
Refills:	1		
SIG:	testing free text		
Substitutions?:	NO		
Comments:	testing type d med 1		
REQUEST			
Chg Req Type:	Drug Use Evaluation		
Rel Ref Num:			

Figure 2-39: RxChange Request Detail Screen

2.2.2.3.5 RxChange Response

RxChange Response message details can be viewed under the **Track/Audit** tab.

To access the RxChange Response message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All

VA Station ID:

From Date: 5/1/2021

To Date: 6/10/2021

Message Type: RxChangeResponse

Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Both

Message Status: All

Search

Clear

Export

Max Records: 100

eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-06-01 13:54:36		NONCS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		NULL
2021-06-01 13:49:43		CS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		TRUE
2021-06-01 13:34:41		NONCS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		NULL
2021-06-01 13:27:54		CS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		TRUE
2021-05-27 09:59:49		CS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		TRUE
2021-05-27 09:52:31		NONCS	RxChangeResponse				PHENOBARBITAL 100MG TAB	IV		NULL

Figure 2-40: RxChange Response Search and Search Results

The selected message details display.

Track/Audit eRx			
Return to Search Show Related Messages Print			
RxChangeResponse		Status: VISTAOP_DELIVERY_SUCCESSFUL	Received Date: 07/13/2020
PHARMACY			
Name:	[REDACTED]		
Address:	[REDACTED]		
Phone:	[REDACTED]		
PRESCRIBER			
First:	[REDACTED]		
Mid:	[REDACTED]		
Last:	[REDACTED]		
Address:	[REDACTED]		
NPI:	[REDACTED]		
Phone:	[REDACTED]		
Agent:	[REDACTED]		
DEA:	[REDACTED]		
FAX:	[REDACTED]		
State Lic:	[REDACTED]		
PATIENT			
First:	[REDACTED]		
Mid:	[REDACTED]		
Last:	[REDACTED]		
Address:	[REDACTED]		
DOB:	[REDACTED]		
Height:	[REDACTED]		
Primary Phone:	[REDACTED]		
SSN:	[REDACTED]		
Gender:	F		
Weight:	[REDACTED]		
Home Phone:	[REDACTED]		
PRESCRIPTION			
Drug Prescribed:	Lisinopril-Hydrochlorothiazide 20-12.5 MG Tablet		
NDC:	00143126301		
Quantity:	90		
Quantity UOM:	Tablet Dosing Unit		
Drug Form:	Unspecified		
Drug Strength:	20-12.5 MG		
Refills:	0		
Prohibit Renew:	NO		
SIG:	Take 1 tablet by mouth twice a day TWICE DAILY Orally 90 days		
Orig Ref Num:	[REDACTED]		
PON:	[REDACTED]		
eRx Ref Num:	[REDACTED]		
Message ID:	Approved_MYNewRx3_07132020		
Rel to Msg ID:	552.36097.4834.3200713.152233		
Substitutions?:	YES		
Comments:	Test Approved with P type		
RESPONSE			
Status:	Approved		
Reason Code:	[REDACTED]		
Reason:	[REDACTED]		
Note:	P type for approved		
Resp Ref Num:	[REDACTED]		
Drug Cov Status:	DC		
Prior Aut:	Test_Prior Authorization		
Prior Aut Status:	D		
AUTOCHECK VALIDATIONS			
Patient Check:	READY_FOR_AUTOCHECK		
Provider Check:	READY_FOR_AUTOCHECK		
Drug Check:	READY_FOR_AUTOCHECK		

Figure 2-41: RxChange Response Detail Screen

2.2.2.3.6 CancelRx Request

The CancelRx Request message details can be viewed under the **Track/Audit** tab.

To access the CancelRx Request message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All

VA Station ID:

From Date: 7/1/2021

To Date: 8/27/2021

Message Type: CancelRx

Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B.:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Both

Message Status: All

Search

Clear

Export

Max Records: 100

eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Prescriber
2021-08-20 13:31:00		NONCS	CancelRx				ZOLPIDEM TARTRATE 5MG 1 TAB	IV		NULL
2021-08-20 13:26:43		NONCS	CancelRx				CLONAZEPAM 1MG TAB	IV		NULL
2021-08-20 13:23:01		NONCS	CancelRx				ALPRAZOLAM 0.5MG TAB	IV		NULL
2021-08-10 08:53:31		NONCS	CancelRx				ATROPINE 0.025/DIPHENOXYLATE 2.5MG TAB	V		NULL

Figure 2-42: CancelRx Search and Search Results

The selected message details display.

Track/Audit eRx			
Return to Search Show Related Messages Print			
<hr/>			
CancelRx		Status: VISTAOP_DELIVERY_SUCCESSFUL	Received Date: 05/19/2020
PHARMACY			
Name:		NCPDP ID:	
Address:			
Phone:			
PRESCRIBER			
First:			
Mid.:			
Last:			
Address:			
NPI:		FAX:	
Phone:		State Lic:	
Agent:			
DEA:			
PATIENT			
First:			
Mid.:			
Last:			
Address:		SSN:	
DOB:		Gender:	F
Height:		Weight:	
Primary Phone:		Home Phone:	
PRESCRIPTION			
Drug Prescribed:	CYMBALTA 60MG Caps DR Part		
NDC:	68071323730		
Quantity:	30		
Quantity UOM:	Capsule Dosing Unit		
Drug Form:	Delayed Release Capsule Dosage Form		
Drug Strength:	60MG		
Refills:	3		
Prohibit Renew:			
SIG:	Inject 30 Units into the skin daily.		
Orig Ref Num:			
PON:	XXXXXXXXXX		
eRx Ref Num:			
Message ID:	PS_CndRx2_05192020		
Rel to Msg ID:	PS_NewRx9_05192020		
Substitutions?:	YES		
Comments:	MedPrescribed Note text _NewRx-0519.		
Plan ID:			
RxBIN#:			
	RxGRP:		
	RxPCN:		
REQUEST			
Chg Rx Stat Flg: D - Discontinue			

Figure 2-43: CancelRx Detail Screen

2.2.2.3.7 CancelRx Response

The CancelRx Response message details can be displayed under the **Track/Audit** tab.

To access the CancelRx Response message details, select the hyperlink in the “eRx Reference #” column for the desired message.

Track/Audit eRx

VISN: All VA Station ID:

From Date: 1/1/2020 To Date: 8/27/2021

Message Type: CancelRxResponse Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Both Message Status: All

Search Clear Export Max Records: 100 eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2020-05-19 16:59:11		-null-	CancelRxResponse							-nul
2020-05-15 11:51:02		-null-	CancelRxResponse							-nul
2020-05-15 11:22:18		-null-	CancelRxResponse							-nul
2020-05-15 10:40:13		-null-	CancelRxResponse							-nul
2020-05-15 10:32:41		-null-	CancelRxResponse							-nul

Figure 2-44: CancelRx Response Search and Search Results

The selected message details display.

Track/Audit eRx		
Return to Search Show Related Messages Print		
<hr/>		
CancelRxResponse	Status: OB_MSG_SEND_IN_PROGRESS	Received Date: 05/15/2020
PHARMACY		
Name:	NCPDP ID: 1111114	
Address:		
Phone:		
PRESCRIBER		
First:		
Mid.:		
Last:		
Address:		
NPI:		
Phone:	FAX:	
Agent:	State Lic:	
DEA:		
PATIENT		
First:		
Mid.:		
Last:		
Address:	SSN:	
DOB:	Gender:	
Height:	Weight:	
Primary Phone:	Home Phone:	
PRESCRIPTION		
Drug Prescribed:	Days Supply:	Date Written:
NDC:		Issue Date:
Quantity:		
Quantity UOM:		
Drug Form:		
Drug Strength:		
Refills:		
Prohibit Renew:		
SIG:		
Orig Ref Num: 395823		
PON:		
eRx Ref Num: 334996		
Message ID: 500.11953.5920.3200515.115102		
Rel to Msg ID: Steve-Xcel-Brad_20200515_11		
Substitutions?:		
Comments:		
RESPONSE		
Status:	Approved	
Reason Code:		
Reason:		
Note:	Rx was never dispensed. Canceled at Pharmacy	
Resp Ref Num:		

Figure 2-45: CancelRx Response Detail Screen

2.2.2.3.8 Error Messages

At multiple points in the process, an Error transaction can be generated. Outbound error messages are sent when an eRx record that is NCPDP corrupted is received, when the receiving Pharmacy is not one of the VA pharmacies configured in the Inbound eRx system, or when an eRx record with a Written or Effective Date older than or equal to 365 days is received.

Inbound Errors for VistA may be received under multiple situations such as if the Prescriber's EHR system is unable to receive and process a certain transaction sent from the Pharmacy, or a connection between the Transaction Hub and CH is not working or an inbound message with a digital signature fails authentication.

To access the Error message details, select the hyperlink in the "eRx Reference #" column for the desired message.

Track/Audit eRx

VISN: All VA Station ID: From Date: 2/1/2021 To Date: 6/10/2021

Message Type: Error Message ID: Relates to Message ID:

Patient SSN: Patient Last Name: Patient First Name:

Patient D.O.B: Prescriber NPI: Prescribed Drug:

Prescriber Last Name: Prescriber First Name: Prescriber DEA#:

eRx Reference #: Sent or Received: Both Message Status: All

Search Clear Export Max Records: 100 eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2021-06-09 09:21:14		-null-	Error							-nul
2021-06-01 13:34:04		-null-	Error							-nul
2021-06-01 13:33:12		-null-	Error							-nul
2021-06-01 13:02:12		-null-	Error							-nul
2021-05-28 13:33:37		-null-	Error							-nul
2021-05-28 12:30:07		-null-	Error							-nul
2021-05-27 09:12:56		-null-	Error							-nul

Figure 2-46: Error Message Search and Search Results

The selected message details sent and received by the Processing Hub display.

Track/Audit eRx

Return to Search
Show Related Messages
Print

Error - (Sent)
Status: OB_MSG_SEND_COMPLETED
Received Date: 06/08/2020

PHARMACY
NCPDP ID: 1111119
PRESCRIBER
NPI/Clinic ID: 8750249204001
PRESCRIPTION
Message ID:
Rel to Msg ID:

CODES and DESCRIPTION
Code: 900
Desc Code: 210
Description: Missing Medication Prescribed segment on fillable message type.

Home
Pharmacy Management
Track/Audit
Reports
User Management
Help

Build: 4.0.3.011

Figure 2-47: Error Message Detail Screen

2.2.2.3.9 Verify Messages

The Verify message confirms delivery of a message to its final destination. The Verify message is an NCPDP transaction that indicates the acceptance of the request by the receiving system. This message is used to communicate the data content status of a transaction. Verify Messages sent from the Transaction Hub are Outbound Verify Messages. Verify Messages received from CH and/or an External Provider's EHR system are Inbound Verify Messages.

To access the Verify message detail screen, select the hyperlink in the "eRx Reference #" column for the desired message.

Track/Audit eRx

VISN: All

VA Station ID:

From Date: 2/1/2021

To Date: 6/10/2021

Message Type: Verify

Message ID:

Relates to Message ID:

Patient SSN:

Patient Last Name:

Patient First Name:

Patient D.O.B.:

Prescriber NPI:

Prescribed Drug:

Prescriber Last Name:

Prescriber First Name:

Prescriber DEA#:

eRx Reference #:

Sent or Received: Both

Message Status: All

Search

Clear

Export

Max Records: 100

eRx Type: All

Received Date	eRx Reference #	eRx Type	Message Type	Patient Name	Patient DOB	Patient SSN	Drug Prescribed	Schedule	Message ID	Pre
2021-06-09 09:19:53		-null-	Verify							-nul
2021-06-09 08:57:05		-null-	Verify							-nul
2021-06-09 08:55:14		-null-	Verify							-nul
2021-06-09 08:52:52		-null-	Verify							-nul
2021-06-09 08:47:50		-null-	Verify							-nul
2021-06-02 14:37:26		-null-	Verify							-nul
2021-06-02 14:28:20		-null-	Verify							-nul
2021-06-01 14:42:13		-null-	Verify							-nul
2021-06-01		-null-	Verify							-nul

Figure 2-48: Verify Message Search and Search Results

The selected message details sent by the Processing Hub display.

Track/Audit eRx

Return to Search
Show Related Messages
Print

Verify - (Sent)
Status: OB_MSG_SEND_SUPPRESSED_FOR_HUB_REPORTING_ONLY
Received Date: 06/09/2020

PHARMACY
NCPDP ID: 1111119
PRESCRIBER
NPI/Clinic ID: 6452949939001
PRESCRIPTION
Message ID:
Rel to Msg ID:
CODES and DESCRIPTION
Code: 010
Desc Code:
Description: Accepted By Pharmacy.

Home
Pharmacy Management
Track/Audit
Reports
User Management
Help

Figure 2-49: Verify Message Detail Screen

2.2.2.3.10 Status Messages

The Status message is used to relay acceptance of a transaction back to the sender. The Status message is an NCPDP transaction that indicates the acceptance of the request. For the Inbound eRx web-based application, Inbound Status messages are received from CH and Outbound Status messages are sent from the Transaction Hub. Outbound Status messages are not stored in the Transaction Hub and cannot be viewed.

To access the Status message detail screen, select the hyperlink in the “eRx Reference #” column for the desired message.

The screenshot shows the 'Track/Audit eRx' search interface. It includes various search filters such as VISN, VA Station ID, From Date, To Date, Message Type, Patient SSN, Patient Last Name, Patient First Name, Patient D.O.B., Prescriber NPI, Prescribed Drug, Prescriber Last Name, Prescriber First Name, Prescriber DEA#, eRx Reference #, Sent or Received, and Message Status. There are also buttons for Search, Clear, and Export, along with a Max Records dropdown set to 100. Below the filters is a table with the following columns: Received Date, eRx Reference #, eRx Type, Message Type, Patient Name, Patient DOB, Patient SSN, Drug Prescribed, Schedule, Message ID, and Prescriber. The table contains one row of data with the following values: Received Date: 2020-01-23 14:54:18, eRx Reference #: [redacted], eRx Type: -null-, Message Type: Status, Patient Name: [redacted], Patient DOB: [redacted], Patient SSN: [redacted], Drug Prescribed: [redacted], Schedule: [redacted], Message ID: [redacted], and Prescriber: [redacted].

Figure 2-50: Status Message Search and Search Results

The selected message details received by the Processing Hub display.

The screenshot shows the 'Status Message Detail Screen'. It includes a header with 'Track/Audit eRx' and buttons for 'Return to Search', 'Show Related Messages', and 'Print'. The main content area displays the following details: Status: - (Sent), Status: AUTOCHECK_PROCESSING_COMPLETED, Received Date: 01/23/2020. Below this, there are sections for PHARMACY, NCPDP ID: 1111119, PRESCRIBER, NPI/Clinic ID: 5132411010001, PRESCRIPTION, Message ID: [redacted], Rel to Msg ID: [redacted], CODES and DESCRIPTION, Code: 010, Desc Code: [redacted], and Description: [redacted]. At the bottom, there are navigation links: Home, Pharmacy Management, Track/Audit, Reports, User Management, and Help.

Figure 2-51: Status Message Detail Screen

2.2.3 Reports

The **Reports** tab is used to generate high-level reports. From the **Reports** tab, users can generate, view, and export the following reports:

- [Summary Report NewRx Only](#)
- [Auto Check Details Report](#)
- [Reject Reasons Report](#)
- [eRX Summary Report](#)

When the user initially views any of the Reports pages, the default date range is two days (the current date and the previous date). Each report displays counts under the respective columns for the selected date range based on the status of the records in the system during the selected date range. When the user selects any report, the “Search in progress, please wait...” message displays while the report is loading.

Reports can be viewed in the web application or they can be exported. For additional information on exporting reports, refer to section [2.2.4 Export Reports](#).

2.2.3.1 Summary Report NewRx Only

The Summary Report NewRx Only provides a summary of eRX auto-validation checks for all fillable prescriptions.

To run a NewRx Summary Report:

1. From the Reports screen, select **Summary Report NewRx Only** from the “Select Report” drop down.

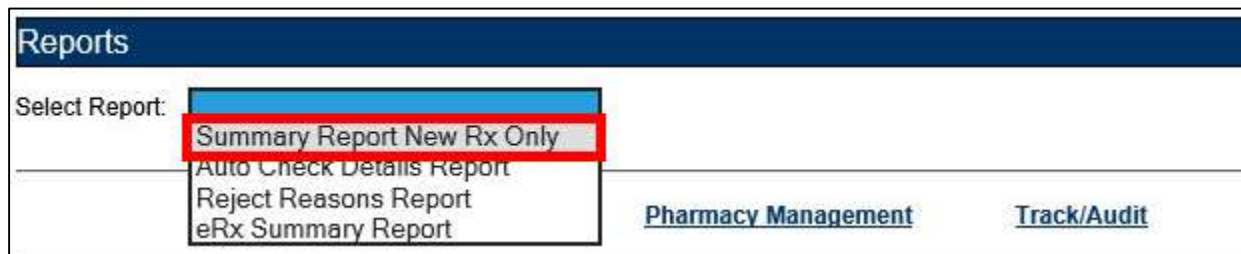


Figure 2-52: Summary Report NewRx Only Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop downs for the report or enter date(s) using the MM/DD/YYYY format.
5. Select **Run Report** to generate the report.

Reports

Select Report: Summary Report New Rx Only

VISN: All

Station ID: All

From Date: 5/1/2021

To Date: 6/10/2021

Run Report

Clear

Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	CS #New Rx	#Pharmacy Disabled	#Rejected at H
1	523	2235100	BOSTON VAMC PHARMACY	150 SOUTH HUNTINGTON AVE LEBANON, PA 17042-3012	1	1	1	0
1	500	1111115	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	42	68	0	3
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD Suite 200 LAS VA, VA 99999-9999	2	0	0	0
Totals >>>					45	69	1	3

<

>

Number of Records: 3

Figure 2-53: NewRx Summary Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

The NewRx Only Summary Report fields are described in the table below.

Table 7: NewRx Only Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
Address	Pharmacy Address
#New Rx	Number of fillable prescriptions
CS #New Rx	Number of fillable Controlled Substance prescriptions
#Pharmacy Disabled	Number of Pharmacy Disabled errors

Field	Description
#Rejected at Hub	Number of eRxes rejected at the Processing Hub
CS #Rejected at Hub	Number of Controlled Substance eRxes rejected at the Processing Hub
#Passed Auto check	Number of eRxes that passed auto check criteria
CS #Passed Auto check	Number of Controlled Substance eRxes that passed auto check criteria
#Failed Auto check	Sum of eRxes that failed Patient, Provider, and Drug Auto checks
CS #Failed Auto check	Sum of Controlled Substance eRxes that failed Patient, Provider, and Drug Auto checks
#Rejected by Pharmacy	Number of eRxes rejected by the pharmacy
CS #Rejected by Pharmacy	Number of Controlled Substance eRxes rejected by the pharmacy
#Rx Filled	Number of RxFill messages received by the Processing Hub from VistA
CS #Rx Filled	Number of Controlled Substance RxFill messages received by the Processing Hub from VistA
#Accepted by Pharmacy	Number of eRxes that have been accepted by the Pharmacy into VistA Pending/Outpatient
CS #Accepted by Pharmacy	Number of Controlled Substance eRxes that have been accepted by the Pharmacy into VistA Pending/Outpatient

2.2.3.2 Auto Check Details Report

The Auto Check Details Report provides details of the auto checks performed by the hub side.

To run an Auto Check Details Report:

1. From the Reports screen, select **Auto Check Details Report** from the “Select Report” drop down.



Figure 2-54: Auto Check Details Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop downs for the report or enter date(s) using the MM/DD/YYYY format.
5. Select **Run Report** to generate the report.

Reports

Select Report: Auto Check Details Report

VISN: All

Station ID: All

From Date: 5/1/2021

To Date: 6/10/2021

Run Report

Clear

Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Passed Autocheck	#Passed Autocheck CS
1	500	1111115	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	114	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD Suite 200 LAS VA, VA 99999-9999	2	0	0
Totals >>>					116	0	0

<

Number of Records: 2

>

Figure 2-55: Auto Check Details Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

The Auto Check Details Report fields are described in the table below.

Table 8: Auto Check Details Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
Address	Pharmacy Address
#New Rx	Number of fillable prescriptions
#Passed Autocheck	Number of eRxes that passed auto check criteria
#Passed Autocheck CS	Number of Controlled Substance eRxes that passed auto check criteria
#Failed Autocheck	Sum of eRxes that failed Patient, Provider, and Drug Auto checks
#Failed Autocheck CS	Sum of Controlled Substance eRxes that failed Patient, Provider, and Drug Auto checks
#MPI Patient Found	Number of eRxes in which the MPI Patient Found auto check passed
#MPI Patient Not Found	Number of eRxes in which the MPI Patient was Not Found, therefore auto check failed
#E&E Enrolled/Eligible	Number of eRxes in which E&E Enrolled/Eligible auto check passed

Field	Description
#E&E Not Enrolled/Eligible	Number of eRxes in which the Patient was Not E&E Enrolled/Eligible, therefore auto check failed
#Patient Not Enrolled at Site	Number of eRxes in which the Patient was Not Enrolled at the Site, therefore auto check failed
#Drug Match Found	Number of eRxes in which a Drug Match was Found, therefore auto check passed
#Drug Match Failed	Number of eRxes in which the Drug Match Failed, therefore auto check failed
#Provider Match Found	Number of eRxes in which a Provider Match was Found, therefore auto check passed
#Provider Match Failed	Number of eRxes in which the Provider Match Failed, therefore auto check failed

2.2.3.3 Reject Reasons Report

The Reject Reasons Report provides details of eRx Rejections.

To run a Reject Reasons Report:

1. From the Reports screen, select **Reject Reasons Report** from the “Select Report” drop down.



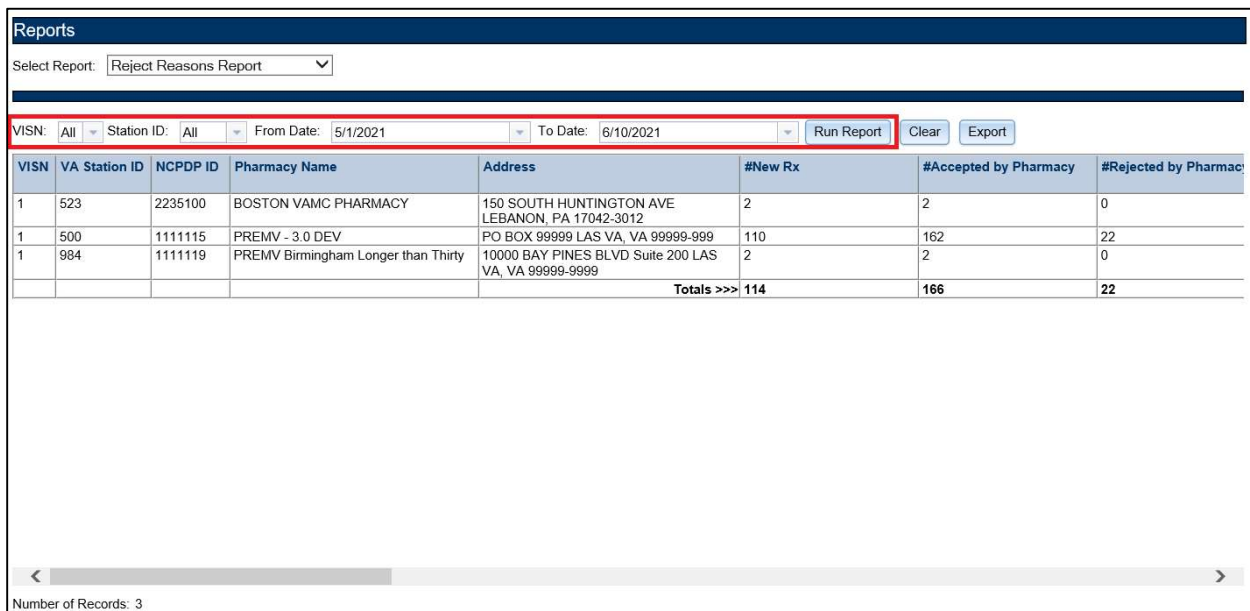
Reports

Select Report: **Reject Reasons Report**

[Pharmacy Management](#) [Track/Audit](#)

Figure 2-56: Reject Reasons Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select the date range from the Calendar drop downs for the report or enter date(s) using the MM/DD/YYYY format.
5. Select **Run Report** to generate the report.



Reports

Select Report: **Reject Reasons Report**

VISN: **All** Station ID: **All** From Date: **5/1/2021** To Date: **6/10/2021** **Run Report** **Clear** **Export**

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Accepted by Pharmacy	#Rejected by Pharmacy
1	523	2235100	BOSTON VAMC PHARMACY	150 SOUTH HUNTINGTON AVE LEBANON, PA 17042-3012	2	2	0
1	500	1111115	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	110	162	22
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD Suite 200 LAS VA, VA 99999-9999	2	2	0
Totals >>>					114	166	22

Number of Records: 3

Figure 2-57: Reject Reasons Report

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp.

The Reject Reason Report fields are described in the table below.

Table 9: Reject Reason Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
#New Rx	Number of fillable prescriptions
#Accepted by Pharmacy	Number of Inbound messages – (minus) number of failures and rejections – (minus) number filled
#Rejected by Pharmacy	Number eRxes rejected by the pharmacy
#Patient Not Eligible	Number of Patient Not Eligible rejections
#Cannot Resolve Patient	Number of Cannot Resolve Patient rejections
#Provider Not Eligible	Number of Provider Not Eligible rejections
#Cannot Resolve Provider	Number of Cannot Resolve Provider rejections
#Not Eligible for Refills	Number of Drug Not Eligible for Renewals rejections
#Non Formulary	Number of Non Formulary rejections
#Duplicate Rx	Number of rejections due to duplicate Rx
#Invalid Qty	Number of rejections due to an Invalid Quantity entered
#Duplicate Therapy Class	Number of rejections due to Duplicate Therapy Class
#Contact Pharmacy (ERR01)	Multiple errors, please contact the pharmacy
#Incorrect Pharmacy	Number of rejections due to Incorrect Pharmacy
#Contact Pharmacy (ERR03)	Incorrect Pharmacy
#Missing/Bad CS DS	Missing or Invalid Controlled Substance Provider Digital Signature
#Prescriber's CS Credential Invalid	Prescriber's Controlled substance credentials are invalid

2.2.3.4 eRx Summary Report

The eRx Summary Report provides a summary of eRx auto-validation checks.

To run an eRx Summary Report:

1. From the Reports screen, select **eRx Summary Report** from the “Select Report” drop down.

The screenshot shows the 'Reports' section of a software interface. A dropdown menu is open under the 'Select Report:' label, listing four options: 'Summary Report New Rx Only', 'Auto Check Details Report', 'Reject Reasons Report', and 'eRx Summary Report'. The 'eRx Summary Report' option is highlighted with a red border. To the right of the dropdown are two links: 'Pharmacy Management' and 'Track/Audit'.

Figure 2-58: eRx Summary Report Drop Down Selection

2. Select the desired VISN from the “VISN” drop down. The drop down contains each VISN number as well as an **ALL** selection to select all VISNs.
3. To narrow the search by VA Station ID, select the Station ID for the report.
4. Select eRx Type to filter the report by All, Controlled Substance (CS), or Non-Controlled Substance (Non-CS).
5. Select the date range from the Calendar drop downs for the report or enter date(s) using the MM/DD/YYYY format.
6. Select **Run Report** to generate the report.

The screenshot shows the 'eRx Summary Report' screen. At the top, 'Select Report:' is set to 'eRx Summary Report'. Below this, there are filters for 'VISN' (set to 'All'), 'Station ID' (set to 'All'), and 'eRx Type' (set to 'All'). There are also 'From Date' and 'To Date' fields, both set to '8/26/2021'. A 'Run Report' button is visible, along with 'Clear' and 'Export' buttons. Below the filters is a table with the following data:

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	CS #New Rx	#RxRenewal Request
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD Suite 200 LAS VA, VA 99999-9999	0	1	0
Totals >>>					0	1	0

Figure 2-59: eRx Summary Report

The eRx Summary Report has the ability to be filtered by Controlled Substance (CS), Non-Controlled Substance (Non-CS), or All (both CS and Non-CS).

Reports

Select Report: eRx Summary Report

VISN: All All

eRx Type: CS Non-CS

From Date: To Date: 8/30/2021 Run Report Clear Export

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	CS #New Rx	CS #RxRenewal Request	CS #RxRenewal Respo
1	523	2235100	BOSTON VAMC PHARMACY	150 SOUTH HUNTINGTON AVE LEBANON, PA 17042-3012	0	0	0
1	500	1111115	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	61	0	0
1	984	1111119	PREMV Birmingham Longer than Thirty	10000 BAY PINES BLVD Suite 200 LAS VA, VA 99999-9999	28	0	0
Totals >>>					89	0	0

Figure 2-60: eRx Summary Report eRx Type Details Expanded

Beneath the generated report, a total number of records displays. The totals for each column display at the bottom of the page, along with a “Report As of:” date and time stamp. The eRx Summary Report fields are described in the table below.

Table 10: eRx Summary Report Columns

Field	Description
VISN	Pharmacy VISN number
VA Station ID	VistA pharmacy identification number
NCPDP ID	National Council for Prescription Drug Programs (NCPDP) identification number
Pharmacy Name	VistA pharmacy name
Address	Pharmacy Address
#New Rx	Number of New eRxes
CS #New Rx	Number of New Controlled Substance eRxes
#RxRenewal Request	Number of renewal requests
CS #RxRenewal Request	Number of Controlled Substance renewal requests
#RxRenewal Response	Number of renewal responses
CS #RxRenewal Response	Number of Controlled Substance renewal responses
#RxChange Request	Number of changes requested
CS #RxChange Request	Number of Controlled Substance changes requested
#RxChange Response	Number of changed Rx responses

Field	Description
CS #RxChange Response	Number of Controlled Substance changed R _x responses
#CancelRx Request	Number of canceled R _x requests
CS #CancelRx Request	Number of Controlled Substance canceled R _x requests
#CancelRx Response	Number of canceled R _x responses
CS #CancelRx Response	Number of Controlled Substance canceled R _x responses
#RxFill	Number of RxFill messages received by the Processing Hub from VistA
CS #RxFill	Number of Controlled Substance RxFill messages received by the Processing Hub from VistA

2.2.4 Export Reports

From the **Reports** tab, users may export a report to a .CSV format.

To Export a report:

1. Select the **Export** button.

The screenshot shows the 'Reports' section of a software interface. At the top, there's a 'Select Report:' dropdown menu currently set to 'Auto Check Details Report'. Below this, there are input fields for 'VISN' (set to 'All'), 'Station ID' (set to 'All'), 'From Date' (6/9/2021), and 'To Date' (6/10/2021). To the right of these fields are three buttons: 'Run Report', 'Clear', and 'Export'. The 'Export' button is highlighted with a red rectangular box. Below the filters is a table with the following data:

VISN	VA Station ID	NCPDP ID	Pharmacy Name	Address	#New Rx	#Passed Autocheck	#Passed Autocheck CS
1	500	1111115	PREMV - 3.0 DEV	PO BOX 99999 LAS VA, VA 99999-999	5	0	0
Totals >>>					5	0	0

At the bottom of the interface, there is a pagination bar with a left arrow, a progress indicator, and a right arrow. Below the bar, it says 'Number of Records: 1'.

Figure 2-61: Export Report buttons

A prompt displays asking to Open or Save the report.

2. Select **Open** to view the report.
3. Select the down arrow to the right of **Save** to save the report to a desired location.



Figure 2-62: Summary Report Export Prompt (after clicking Export button)

4. When the arrow is selected, the system displays a “Save As” dialog (not shown).
Navigate to a location on your system to save the file.

2.2.5 User Management

The User Management screen allows Administrators to add new users to one or more sites (Station ID), enable users, disable users, modify user roles and existing user records by assigning them to one or more sites. This screen only displays for users with Administrator access.

The User Management screen displays the list of all users that are added to this system along with their roles and privileges and is sorted by First Name.

2.2.5.1 Add New User

System Administrators can add new users from the User Management screen.

To add a new user:

1. Enter the new user’s User ID, First Name, and Last Name.

A screenshot of a web form titled "Add User:". The form has several sections. The first section contains three input fields: "User ID: (Required)", "First Name:", and "Last Name:". These three fields are grouped together and highlighted with a red rectangular box. Below this is a "User Roles:" label followed by a dropdown menu showing options: "Pharmacy Manager", "PBM Admin", "Pharmacy User", and "Administrator". To the right of the dropdown is a "Station ID:" label followed by a list box containing several items: "All", "test002pharm - 102AV", "apppp - 1111", "PharmacyOne - 1510", "testtwo Pharmacy - 1512", "Test Pharma004 - 1520", and "Ph867509edit - 170". To the right of the list box is an "Add" button. Further right is a "Selected Stations IDs: (Required)" label followed by an empty rectangular box. To the right of this box is a "Remove" button. At the bottom left of the form are "Save" and "Cancel" buttons. At the very bottom, there is a note: "Please note: You can add new user and update existing users at the same time."

Figure 2-63: Add User - User ID, First Name, Last Name

2. Select the new user's role(s). Multiple roles may be selected by holding <Ctrl> while selecting more than one role.

The screenshot shows the 'Add User' form with the following fields and options:

- Add User:**
 - User ID: (Required) [Text Input]
 - First Name: [Text Input]
 - Last Name: [Text Input]
 - User Roles: [Dropdown Menu] (Highlighted with a red box, showing options: Pharmacy Manager, PBM Admin, Pharmacy User, Administrator)
 - Station ID: [Dropdown Menu] (Options: All, test002pharm - 102AV, apppp - 1111, PharmacyOne - 1510, testtwo Pharmacy - 1512, Test Pharma004 - 1520, Ph867509edit - 170)
- Selected Stations IDs: (Required)** [Text Input] (Empty)
- Buttons:** Save, Cancel, Add, Remove

Please note: You can add new user and update existing users at the same time.

Figure 2-64: Add User - Select User Roles

3. Select the Station ID(s) for the user to have access to. Use the drop down menu to display the Station ID selection. Multiple Station IDs may be selected by holding <Ctrl> while selecting more than one Station ID.

The screenshot shows the 'Add User' form with the following fields and options:

- Add User:**
 - User ID: (Required) [Text Input]
 - First Name: [Text Input]
 - Last Name: [Text Input]
 - User Roles: [Dropdown Menu] (Options: Pharmacy Manager, PBM Admin, Pharmacy User, Administrator)
 - Station ID: [Dropdown Menu] (Highlighted with a red box, showing options: All, test002pharm - 102AV, apppp - 1111, PharmacyOne - 1510, testtwo Pharmacy - 1512, Test Pharma004 - 1520, Ph867509edit - 170)
- Selected Stations IDs: (Required)** [Text Input] (Empty)
- Buttons:** Save, Cancel, Add, Remove

Please note: You can add new user and update existing users at the same time.

Figure 2-65: Add User – Select Station ID

5. Select **Add** to add the selected Station ID(s) to the “Selected Station IDs” field. To remove Station IDs from the “Selected Station IDs” field, select **Remove** (not shown).

The screenshot shows the 'Add User' form. The 'Station ID' field is a list box with the following options: All, test002pharm - 102AV, apppp - 1111, PharmacyOne - 1510 (highlighted), testtwo Pharmacy - 1512, Test Pharma004 - 1520, and Ph867509edit - 170. The 'Selected Stations IDs: (Required)' field is a text box containing 'PharmacyOne - 1510'. There is an 'Add' button to the left of this field. At the bottom, there are 'Save' and 'Cancel' buttons. A note at the bottom states: 'Please note: You can add new user and update existing users at the same time.'

Figure 2-66: Add User – Add and Remove Station ID

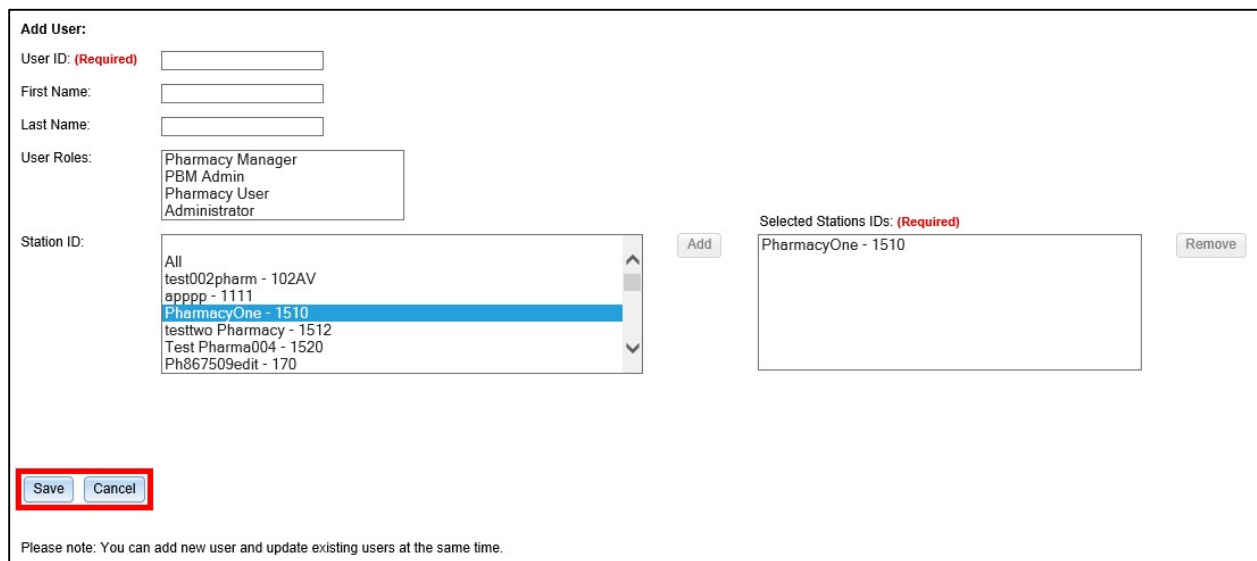
When a user is assigned to a Station ID, they are only able to see other users and information within that Station ID. For example, in the User Management table they only see users also assigned to that Station ID and under Pharmacy Management, they only see information for pharmacies within that Station ID.

If **All** is selected from the “Station ID” field and added to the “Selected Station IDs” field, the user has access to all Station IDs. Additional Station ID values cannot be added if **All** has been selected and added to the “Selected Station IDs” field. If a user attempts to add additional values an error message displays.

The screenshot shows the 'Add User' form with an error message displayed. The error message box is titled 'Message from webpage' and contains a yellow warning icon and the text: 'You cannot select Station IDs in addition to the "All" value.' The 'Station ID' field is a list box with the following options: All, test002pharm - 102AV, apppp - 1111, PharmacyOne - 1510 (highlighted), testtwo Pharmacy - 1512, Test Pharma004 - 1520, and Ph867509edit - 170. The 'Selected Stations IDs: (Required)' field is a text box containing 'All'. There is an 'Add' button to the left of this field and a 'Remove' button to the right. At the bottom, there are 'Save' and 'Cancel' buttons. A note at the bottom states: 'Please note: You can add new user and update existing users at the same time.'

Figure 2-67: All Selection Error Message

6. Select **Save** to add the new user to the users list. Select **Cancel** to cancel adding a new user.



Add User:

User ID: **(Required)**

First Name:

Last Name:

User Roles:
 PBM Admin
 Pharmacy User
 Administrator

Station ID:
 test002pharm - 102AV
 apxxx - 1111
PharmacyOne - 1510
 testtwo Pharmacy - 1512
 Test Pharma004 - 1520
 Ph867509edit - 170

Add Selected Stations IDs: **(Required)** Remove

Save Cancel

Please note: You can add new user and update existing users at the same time.

Figure 2-68: Add User - Save and Cancel

2.2.5.2 Modify User Roles

System Administrators can modify user roles from the User Management screen. User roles include:

- Pharmacy Manager
- PBM Admin
- Pharmacy User
- Administrator

For further information on user roles and capabilities, refer to section [1.4 Roles and Capabilities](#).

To modify user roles:

1. From the users list, locate the user and select the checkbox(es) for the desired user role(s).

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-69: Select User Roles

2. Select **Save** at the bottom of the screen.

A message displays indicating that the user was updated successfully.

3. Select **Cancel** to cancel modifying user roles.

2.2.5.3 Enable/Disable Users

Users can be disabled and/or re-enabled to use the web application. Enabling and disabling a user's access is selected using the "Enable/Disable User" checkbox in the desired user's row. A deselected checkbox (shown below) reflects that the user's access is enabled, and a selected checkbox reflects that the user's access has been disabled.

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-70: User Management Table – Enable/Disable User

To update a user's access:

1. Locate the user in the User Management table.
2. Select the checkbox in the "Enable/Disable User" column to disable access or deselect the checkbox to re-enable access.
3. Select **Save** from the bottom of the screen (not shown) to update the user's access.

User Management								
Enable/Disable User	First Name	Last Name	User ID	Station ID	Pharmacy Manager	PBM Admin	Pharmacy User	Administrator
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>				All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>				102AV.1111.1510.1520...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 2-71: User Disabled

When a user is disabled, their information is greyed in the User Management table.

If a user that has been disabled tries to log in to the application, an error message displays.



Figure 2-72: User Disabled Error Message